

## POSITION DESCRIPTION – Professional Services Staff For levels 6 and above.

Position Title: Senior Distribution Officer

Level: 5

Division: Print & Distribution Services

Location: 31B

### Primary purpose of the position:

Hands-on supervision of the daily operations for all material being distributed both incoming and outgoing for UOW and external clients on UOW managed campuses. Improving and maintaining effective mail and distribution services to the University of Wollongong with special focus on the implementation of a strategy to streamline operations.

### Position Environment:

To report and make recommendations on management and distribution of all mail and packages in a cost effective manner that cater to the University's changing requirements.

### Major Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	Sort and deliver all material required through Distribution Unit	To ensure all mail and parcels are correctly delivered on time to recipients	50%	
2.	Supervising distribution staff to achieve contractual agreements	Well trained staff needing minimum supervision to complete their jobs	25%	
3.	Recording all quantities and classification of material being processed daily	To allow the correct charge-back to departments and units within the University	10%	
4.	Managing & maintaining flexible mail & distribution solutions to clients	Efficient & effective service delivery	10%	
5.	Document as per quality procedures non-conformances and complaints in order to provide a quality customer service	To provide a quality customer service and for the continual improvement of the mailroom	5%	
6. Supervisory roles: Communicate and consult with staff on workplace and staffing matters.			Ongoing	
7. Observe principles and practices of Equal Employment Opportunity			Ongoing	
8. Have WH&S responsibilities, accountabilities and authorities as outlined in the <a href="http://staff.uow.edu.au/ohs/commitment/responsibilities/">http://staff.uow.edu.au/ohs/commitment/responsibilities/</a> document			Ongoing	

### Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

### Reporting Relationships:

Position Reports to: Print & Distribution General Manager

The position supervises the following positions: Distribution officers

### Key Relationships:

#### Contact/Organisation:

Australia Post  
Local and international couriers  
GBC  
NCP

#### Purpose & Frequency of contact

Mailing and charging of university material  
Correct procedures to ensure essential delivery of parcels  
Maintenance and servicing of mail inserting machinery  
Maintenance and servicing of fork lift

### Key Challenges:

1. Co-ordinating both mail and Print and Distribution deliveries to ensure all deliveries are made on time
2. Communication between Distribution and faculties, divisions and external clients to ensure their requirements are met
3. The changing nature of tenancy and the expansion of the University campuses.
4. Establishing and maintaining excellent client service relationships

### SELECTION CRITERIA - Knowledge & Skills:

#### Essential:

- A knowledge and understanding of all aspects of Australia Post requirements
- A sound background in the operations of private courier companies
- Ability to plan schedules which identify methods and time frames for client satisfaction
- Literate computer skills
- Must be able to demonstrate ability to work within a team environment
- High level customer service skills
- Drivers licence
- Forklift licence

#### Desirable:

- Ability to work under the pressure of tight deadlines and frequent diversions

### SELECTION CRITERIA - Education and Experience:

#### Essential:

- School Certificate
- Supervisory experience to achieve the Unit's objectives
- Experience in mail and distribution services

Desirable:

- Background education and experience within mailing, logistics and distribution operations
- Worked within an approved quality system
- Customer service experience

### **Personal Attributes:**

Ability to promote teamwork  
Customer focused attitude  
Demonstrated willingness to engage in high quality customer service  
Ability to organise workloads to meet deadlines  
Excellent communication skills  
Highly motivated  
Can work equally well as a member of a team and independently under own initiative

### **Special Job Requirements:**

Overtime may be necessary in times of high production

### **Organisational Chart:**

Please attach an up to date organisational chart to this position description.

### **Approval:**

Approval by Head of Unit: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_