

## Support Job Position Description

### Section I: Position information

Effective date	2024-10-01	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	<b>Logistics Clerk</b>		
Position number	999422		
Classification level	Range 3		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Athabasca University – main campus Athabasca		
Department	Facilities and Services		
Reports to	Coordinator, Building Maintenance and Projects (998985)		

### Position summary

This position is responsible for the ongoing provision of mail, shipping and receiving activities, and coordination of waste management operations related to recyclable and non-recyclable materials and confidential shredding services. In this capacity, the incumbent will serve as the onsite contact for both internal and external stakeholders related to daily shipping, receiving, collection, and disposal services. The incumbent ensures seamless (timely, accurate, client-service oriented) services for internal and external customers and suppliers. As the primary employee within the mail, shipping and receiving functions, this position provides guidance, training, and support to other coworkers providing coverage and supporting these functions to ensure continued and efficient operations.

The position is the primary point of contact for receiving, assigning, tracking and responding to all facilities requests for service and work orders, as directed by the Coordinator, Building Maintenance and Projects.

The position is also responsible for the monitoring of inventory levels and ordering of general materials and supplies as required for facilities operations at all locations, including AU House.

Responsibilities also include data entry, administrative processing, maintaining records, and developing documentation of procedures related to the above noted functions.

## **Duties and responsibilities**

### **Department Administration (50%)**

- Review, assign, track and respond to work orders, service requests, and service inquiries received by the Facilities and Services Unit. Communicate with internal and external stakeholders related to the requests for service and addresses all related follow-up inquiries and concerns.
- Process accounting and procurement documents and carry out other administrative tasks related to shipping, receiving, collection, and disposal services.
- Monitor stock levels, and reorder standard inventory items stored in the central warehouse.
- Source materials and supplies and carry out procurement processes related to ordering and receiving materials and supplies as required for facilities operations at all locations.
- Administer day to day activities related to waste management services including recycling materials, providing receptacles to the appropriate community programs, and disposing waste from and replacing the receptacles. Act as the contact for onsite waste and recycling services, which are provided by external contractors. Coordinate special requests for services and monitor scheduled services provided by external service providers.
- Set up and maintain records related to shipping, receiving, collection, and disposal services.
- Provide coverage and support to other areas of the Facilities and Services Unit as required.

### **Mail, Shipping and Receiving (50%)**

- Process incoming Canada Post and courier mail and packages for internal distribution.
- Receive, inspect, and document incoming courier and freight shipments for internal distribution, freight claims, and carrier payments as required.
- Coordinate internal mail pickup and delivery within the university.
- Assist the Main AU Library with their mail to ensure that all student library materials and packages are properly shipped and mailed.
- Sort library mail separately and processes special services for mailout as required.
- Assist the Science Lab with mailing kits for their biology and geology course materials.
- Receive shipments from internal clients; document and arrange appropriate carrier services for outgoing courier and freight shipments.
- Process all outgoing mail and packages through Canada Post or courier services.
- Monitor postage levels and request additional postage as required.
- Provide daily driver service for bank, mail, and package delivery and pickup, requiring lifting and transporting packages by courier van to/from external locations.
- Troubleshoot system problems and work directly with service providers as required.
- Provide guidance, training, and support to other coworkers providing coverage and supporting these functions to ensure continued and efficient operations.

### **Occupational Health and Safety**

Employees:

Responsible for participating in the AU OHS program as required.

#### Supervisors:

Responsible for having awareness of one's OHS responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

#### *Classification factors*

##### Context and complexity

- Has knowledge of Canada Post rules and regulations.
- Has sound understanding of all courier and transport regulations, including transportation of hazardous goods.
- Operate and troubleshoot electronic delivery and processing software and equipment.
- Understand mailroom and courier policies and procedures.
- Provide information, advice, and assistance to university staff and external personnel regarding mail service provisions.
- Ensure both internal and external mail, courier, and freight is properly received, sorted, and distributed within established timeframes.
- Has knowledge and understanding of identifying and properly handling “suspicious packages.”

##### Work problems

- Receive and deliver incoming and outgoing mail, freight, and courier packages within client expectations.
- Coordinate schedules and workflow for Shipping/Receiving and Mailroom activities to provide seamless services to customers.
- Balance daily workload assignments to ensure service delivery standards are met.
- Work with Facilities and Services team members and other AU employees to provide continuous and efficient day to day service.
- Assess and troubleshoot systems and mechanical failures and escalate failure for repairs.
- Ensure that mail, courier, and freight are sorted correctly to prevent any misdirection.
- Update staff changes to ensure efficient delivery of mail.
- Lift heavy packages as required.
- Tolerate noise levels associated with running equipment in the mailroom, proximate foot traffic, and loading dock and vehicle shop functions.
- Manage space and storage in the warehouse to ensure a safe and functional workspace in often space-limited conditions.

##### Authority

- Sign for incoming and outgoing mail, courier, and freight deliveries and pickups.
- Open courier and freight packages to inspect the condition of items and to verify contents for receiving functions.
- Administer the day-to-day activities related to waste management services.
- Source materials and supplies and carry out procurement processes related to ordering materials and supplies as required for facilities operations at all locations.

- Pay for collect packages and mail using University Petty Cash fund.
- Sign Mailroom invoices within a set parameter.
- Liaise with vendors and service companies to troubleshoot, repair, and maintain electronic equipment and for ordering and shipment matters.

### Contacts and communications

- Communicate with other Facilities and Services team members regarding shipping, receiving, collection, and disposal services and material and supplies operations.
- Provide guidance, ongoing learning, and knowledge transfer to others on the Facilities and Services team who provide coverage when the incumbent is unavailable.
- Contact suppliers and other vendors to source and order materials and supplies as required for facilities operations.
- Maintain contact with Canada Post officials to ensure compliance and knowledge of rules and regulations.
- Engage with Financial Reporting and Operational Services team members regarding ordering and receiving materials and supplies and freight shipments.
- Support the Library and Science Lab teams with shipping and receiving as required.
- Provide information and guidance and answer questions from AU employees with respect to mail, shipping, receiving, collection, and disposal services.
- Maintain contact with service providers in relation to waste management services.
- Maintain contact with service companies to repair and maintain mailing systems machinery and electronic shipment systems.

### *Signatures for section I*

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

## Section II: Qualifications

### Qualifications

- Two-year technical diploma such as Office Administration or equivalent knowledge acquired through a directly related field.
  - 3 years' experience in a mailroom, shipping, receiving, materials management, and warehousing operations environment
  - 3 years' experience in procurement: sourcing, ordering, and receiving materials and supplies, and carrying out associated administrative accounting processes
  - Effective and collaborative interpersonal communications skills and the ability to work with internal and external individuals and organizations at all levels

- Proficiency with Microsoft Office Suite. Database and electronic document management/file/information retrieval skills
- General office procedures and recordkeeping skills
- Operation of electronic mailing equipment and the ability to undertake repairs and general maintenance
- Must be able to lift up to 50 lbs safely, and work standing, sitting, or a combination for extended periods
- Valid Alberta Class 5 Driver's Licence, driver's abstract with good driving record and ability to drive a standard transmission vehicle

*Signatures for sections I and II*

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.