

Mail, Postal and Related Workers

Description

This unit group includes workers who process and sort mail and parcels in post offices, mail processing plants and internal mail rooms, and clerks who serve customers and record transactions at sales counters and postal wickets. Mail, postal and related workers are employed by Canada Post Corporation, courier and parcel express companies and establishments throughout the public and private sectors.

Duties:

- Postal workers:
 - Calculate and affix the correct postage on letters, parcels and registered mail and receive payment from customers
 - Sell stamps, prepaid mail and courier envelopes and money orders
 - Route mail to the proper delivery stream
 - Sign or obtain signatures from recipients for registered or special delivery mail and keep records
 - Answer inquiries and complete forms regarding change of address, theft or loss of mail
 - Record and balance daily transactions.
- Mail sorters:
 - Sort mail according to destination
 - Bundle, label, bag and route sorted mail to the proper delivery stream
 - Search directories to find the correct address for redirected mail.
- Mailroom clerks:
 - Receive, process, sort and distribute incoming and outgoing mail, faxes, messages and courier packages manually or electronically; maintain address databases and produce personalized mailings
 - Print and photocopy material, and address and stuff envelopes
 - Weigh outgoing mail, calculate and affix proper postage, and bundle by postal code
 - May operate and maintain print shop and mailing house equipment.

Other titles:

- mail clerk
- bursting machine tender
- bus parcel express clerk
- postal counter clerk
- express mail service clerk
- railway mail clerk
- postal wicket clerk
- shipping clerk – railway transport
- mail room clerk

(Government of Canada National Occupation Classification)

Skills

Communication	Clerical skills	Computer skills	Attention to detail	Ability to work under pressure
	Numeracy	Organization	Time management	

Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Completion of secondary school is usually preferred

Post-secondary diploma/degree

- Completion of some college office administration courses may be required

Certification

- None required

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as mail, postal and related workers are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR): \$29,215	Average Wages and Salaries (POR): \$31,103
Median Wages and Salaries (POW): \$13,290	Average Wages and Salaries (POW): \$21,015

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
4911 Postal service	200	335

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)

Additional Resources

- Canada Post Corporation: <https://www.canadapost.ca/cpc/en/home.page>