



POSITION DESCRIPTION

POSITION TITLE:		Letter Drop Distributor			
POSITION NO:		901703	CLASSIFICATION:		Band 2
DIVISION:		Governance, Communications and Customer Experience			
BRANCH:		Strategic Communications and Engagement			
UNIT:		Strategic Communications and Engagement			
REPORTS TO:		Senior Adviser – Media and Communications			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.

POSITION OBJECTIVES

- To provide efficient and effective mail distribution services for the City of Yarra.
- To provide information and assistance to Council staff for letter drop services.
- To represent the City of Yarra in the community in a professional and approachable manner.

ORGANISATIONAL CONTEXT

Yarra Council is committed to serving the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Communications and Engagement Branch is responsible for enhancing and protecting Council's public image (internally and externally) through a range of measures and strategies. The team works closely with its sister units Customer Service and Social Policy and Research as well as with departments from across the organisation.

ORGANISATIONAL RELATIONSHIP

Position reports to:	Senior Adviser – Media and Communications
Position supervises:	N/A
Internal Relationships:	The incumbent liaises with staff at all levels within the Organisation.
External Relationships:	The incumbent is required to develop and maintain a professional relationship with residents, members of the public, community groups and businesses operators.

KEY RESPONSIBILITY AREAS AND DUTIES

Administration Assistance to all divisions

- Carry out the printing, photocopying and collating of correspondence.
- Manage all aspects of the folding machine.
- Advise reception when quantities of paper and envelopes are low.
- Manage the letter delivery schedule across Council.
- Provide regular updates to the business units and the Senior Adviser – Media and Communications.
- Deliver correspondence across the municipality.
- Maintain positive productive relationships with staff across the organisation.
- Be a professional and approachable presence in and around the Yarra community.

Physical Demands

- Must be able to lift postage tubs.
- Must be able to spend a large amount of the day standing up and walking around.
- Must be able to work under pressure to achieve deadlines or goals.

PUBLIC INFORMATION

- To provide information and assistance to the public relating to the services provided by the City of Yarra via letterbox dropping.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The Letter Drop Distributor is directly accountable to the Senior Adviser – Media and Communications for distributing information to the public.
- The authority to act in providing information to the public is governed by clear objectives and Branch guidelines, and frequent prior consultation with the Senior Adviser – Media and Communications.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Accountability
 - Respect
 - Courage

JUDGEMENT AND DECISION MAKING

- The successful candidate will be required to use originality to solve problems

- The tasks of the position are performed within specific guidelines to achieve clearly defined objectives. Guidance and advice is always available.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to work under pressure and meet deadlines.
- Proven capacity to work well in teams or independently in a customer focused environment.
- Good written, verbal and interpersonal skills and the ability to communicate professional via email and in person.

MANAGEMENT SKILLS

- Ability to plan and organise, prioritise, co-ordinate and control work.
- Achieve objectives in agreed timelines.
- Ability to manage own time and work.
- Ability to be accurate in following plans of delivery areas.
- Ability to be diligent in ensuring no properties are missed
- Ability to retain the confidentiality of Council matters

INTERPERSONAL SKILLS

- Ability to deal pleasantly and tactfully with members of the public and other clients, directly.
- Ability to work well as part of a team or independently.
- Good verbal and interpersonal communication skills and the ability to communicate in a professional manner via email, in person and with people from all over the organisation
- Ability to gain co-operation and assistance from clients and other employees.
- Ability to discuss and resolve problems using originality in approach – internally and externally.

QUALIFICATIONS AND EXPERIENCE

- Previous mail experience preferred.
- Basic computer skills where you can format and print material.
- A current Victorian Drivers' Licence

KEY SELECTION CRITERIA

- Experience working as part of a team or independently in a customer focused environment.
- Demonstrated verbal and interpersonal skills
- Sound organisational skills
- Proven capacity to meet deadlines