

MAIL FLOW CONTROLLER

HOW TO APPLY

All bidders applying for Mail Flow Controller positions must complete a 1717-A bid sheet and submit an application to the Plant Manager.

Applicants must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily.

Applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Ratings are based on the demonstration of the level of possession of each of the KSAs. Failure to demonstrate any KSA is disqualifying.

Applicants must use the S.T.A.R. method to demonstrate their KSAs

Applications must be received, in the Plant Manager's office. no later than the closing date of the vacancy notice. Applications may be delivered in person, or by fax @ 610-882-3370

WHAT IS THE S.T.A.R. METHOD?

STAR stands for: **S**ituation, **T**ask, **A**ction and **R**esult. It's a framework developed to answer competency-based questions. They're also used to assess whether you have the skills and knowledge needed for the role. When you use the STAR Method, you draw from real-life work experiences, and communicate them clearly in your application

Situation: Set the scene. Outline a specific challenge you faced and give some context. You could name a project you worked on, where it took place, and the size of your team.

Task: Explain your role in the situation and give a few brief details. Were you the team leader? What was your goal? What were you tasked to do?

Action: Explain what you did. Be specific and explain how you overcame the challenge. Outline the steps you took to resolve the situation. Even if it was a team effort, explain what you did and lead with "I" instead of "we" to detail your approach.

Result: Summarize the effects of your actions. Mention specific results, and if possible, talk about facts, figures and stats that quantify your success. Discuss what you learned and share insights that you can apply to future challenges.

HOW TO DEMONSTRATE KSAS USING THE S.T.A.R. METHOD

"Describe a problem that you faced at work – and how you dealt with it."

Situation: "in my last job as a studio manager, two of my designers left just after we landed new business with a big client. Our first deadline was in four weeks!"

Task: "I didn't have time to recruit new designers, given the tight timescale. So, as well as manage the studio, I had to step in and do some of the design work and hold weekly progress updates with the client."

Action: "first, I revised my task list and delegated as many jobs as possible to my studio assistant. For example, they set up job descriptions for the new roles and liaised with recruitment agencies. I also reached out to freelancers I knew, to plug the gaps until we found new hires. With that, and a few late nights, we hit the deadline for our first campaign. It brought in a much-needed \$15,000 for that quarter."

Result: "the client loved our work. Now, they account for 40 percent of our business. The situation also taught me to keep a bank of freelancers. I looked into our work culture, too. Exit interviews with the employees who left revealed that they wanted more learning opportunities. So I now take a greater role in making learning and development part of our company culture."

Be specific to demonstrate your KSAs.

Be concise, don't ramble on, or include unrelated information.

Finish on a positive note.

MAIL FLOW CONTROLLER (P7-08)
OCCUPATION CODE: 2315-0086

FUNCTION

Monitors the operations of sorting and conveyor systems and ensures consistent and efficient mail flow throughout the facility and across tours.

DESCRIPTION OF WORK:

See the Standard Position Descriptions for the Occupation Codes given above.

REQUIREMENTS

This section is composed of Knowledge, Skills, and Abilities (KSAs) which are required to satisfactorily perform the tasks of the position. Applicants must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Ratings are based on the demonstration of the level of possession of each of the KSAs. Failure to demonstrate any KSA is disqualifying.

1. Knowledge of mail flow control systems.
2. Knowledge of the mail flow process throughout a facility.
3. Ability to communicate orally and in writing with people at different levels within the organization.
4. Ability to integrate and understand information from different sources.
5. Ability to read and interpret data.
6. Ability to use judgment and make decisions.
7. Ability to work independently without immediate supervision.
8. Skill using computer software applications such as spreadsheets, databases, and email.

KSAs

EXAMINATION REQUIREMENTS:

Applicants must successfully complete the Virtual Entry Assessment MP (476).

TRAINING REQUIREMENTS:

Applicant must successfully complete the prescribed training.

PHYSICAL REQUIREMENTS:

Applicants must be able to perform the physical requirements of the position with or without reasonable accommodation.

MAIL FLOW CONTROLLER (P7-08)
OCCUPATION CODE: 2315-0086

FUNCTIONAL PURPOSE:

Monitors the operations of sorting and conveyor systems and ensures consistent and efficient mail flow throughout the facility and across tours.

DUTIES AND RESPONSIBILITIES:

1. Monitors sorting and conveyor systems to ensure that machines are running properly; determines which belts to use to feed mail into the system; advises on re-routing mail to adjust for system issues; and makes recommendations for changes to schemes and sort plans.
2. Monitors mail flow, timing and feeding in relation to capacity and plan, and notifies management when adjustments in sort plans, equipment or staffing are needed to meet operating plans.
3. Maintains equipment availability schedule during preventive maintenance cycles and coordinates among functional groups to ensure continued and efficient operation of equipment throughout each tour.
4. Identifies mail flow issues (such as jams, stoppages, breakdowns, overloads). Notifies management and maintenance of system issues and problems, including information such as equipment location, system status, preventative maintenance cycles, workload patterns, and manpower utilization.
5. Maintains log of problems and issues, including repair status, machine down time, and time frames for repairs.
6. Generates system reports including reports on discharge problems, maintenance issues, piece counts, mail flow clogs, equipment issues, keying rates, mail volume and workforce data.
7. Serves as the central communication point among internal and external contacts to receive and disseminate information affecting mail flow. Mobilizes as central point of contact in emergency situations.
8. Follows established safe work methods, procedures and safety precautions while performing all duties.
9. Performs other job-related duties as assigned.

SUPERVISION:

Supervisor of unit to which assigned.

SELECTION METHOD:

Best Qualified

BARGAINING UNIT:

CLERK
