



ASCENSION ISLAND GOVERNMENT

JOB DESCRIPTION

JOB TITLE: Post Office Assistant

TEAM: Post Office

REPORTS TO: Post Office Team Leader

JOB PURPOSE:

1. To work as an effective member of a small team delivering a good quality service to the public.
2. To process applications for driving licences, road traffic licensing documents and other permits.
3. To understudy and deputise for the Team Leader when necessary.

MAIN DUTIES:

1. Provide an over the counter postal and philatelic service to customers.
2. To process applications for driving licences, road traffic licensing documents and other permits. To maintain appropriate records in respect of all transactions and collect relevant fees.
3. Provide a sales service and maintain records for any additional items sold by the Post Office including greeting cards, Fish Permits and similar incidental items.
4. Assist in the processing of stamp orders including those received via Post Office website, manage customer accounts (including credit card payments) and despatch information leaflets as required.
5. Record sale of stamps, cards, coins etc.
6. Maintain stamp stock ledger, cash sales ledger and cash receipt books.
7. Prepare and make up surface and airmails for despatch in accordance with the rules and regulations of the UPU.
8. File mail documents and report any irregularities to Post Office Team Leader.
9. Collection, sorting, delivery, over-bagging (in transit) and recording of all mail.
10. Record registered, and all parcel items and obtain signatures for receipt.

11. Assist with the processing of First Day Covers to meet deadlines of release dates.
12. List outgoing surface parcels and packages to St Helena, Great Britain, Falkland Islands and rest of the World.
13. Issue freezer boxes and collect relevant fees.
14. Process Caribbean applications/renewals/additions/refunds for Caribbean Alliance private motor vehicle insurance.
15. Undertake any other related duties as required by the Post Office Team Leader.

RESPONSIBILITIES:

1. Stamps and cash stocks.
2. Receipt and recording of registered and insured items.
3. Quality of output/input – with reference to correct and accurate information supplied on completed forms to be able to process licences, charge correct fees, etc.
4. To ensure compliance with AIG's processes and procedures.

PERSON SPECIFICATION:

Essential

1. GCSE's in English and Maths in Grades C or above.
2. Customer service skills in client facing situations.
3. Good IT skills in Microsoft Word, Excel and Access.
4. Good communication and interpersonal skills.
5. The ability to handle cash and information responsibly.
6. A patient and helpful manner.
7. A clean valid driving licence for class A vehicles.

Desirable

1. A minimum of 2 years postal/office environment experience.
2. Knowledge of the UPU Convention regarding the makeup of mails would be an advantage.
3. A good grasp of philatelic terminology.

This Job Description indicates the main duties and responsibilities of the post. It is not intended as an exhaustive list.

The Ascension Island Government (AIG) reserves the right to amend this Job Description from time to time according to operational needs. Any changes will be discussed with you and confirmed in writing. Please note that you share with AIG the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign, print your name, and date below to indicate your acceptance of this Job Description.

Signature: _____

Name: _____

Date: _____

November 2023