

Job Description

Job Title	Post Office Counter Assistant
BUCF	
Function	Customer Service / Postal Services
Department	Post Office Operations
Reports to (Job Title)	Post Office Manager
Location(s)	Porthmadog Post Office, Porthmadog

PURPOSE OF ROLE

Summary	This role is crucial for ensuring that all customer interactions and transactions at the Porthmadog Post Office are conducted with the highest level of service quality. The Post Office Counter Assistant is responsible for handling mail items safely and compliantly, completing banking transactions efficiently, and offering a wide range of additional postal services to meet and exceed customer expectations.
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KEY RESPONSIBILITIES

Key Responsibilities/Accountabilities	Key Responsibilities/Accountabilities
	<ul style="list-style-type: none">• Customer Service Excellence: Provide outstanding face-to-face customer service, ensuring that all customers' mail items are processed accurately, safely, and compliantly. Respond to customer inquiries and provide information on the wide range of services offered at the Post Office.• Financial Transactions: Efficiently handle banking and financial transactions for customers, including cash handling, with high levels of accuracy and integrity. Ensure all transactions comply with legal and company policies.• Mail Handling: Safely and efficiently process a variety of mail items, ensuring all items are correctly classified and postage is accurately calculated and applied.• Additional Services: Promote and provide additional Post Office services such as money orders, financial services, and government services, ensuring customers are informed about all available options.• Learning and Development: Undertake any additional learning and training required to proficiently provide the full range of services available at the Post Office, maintaining up-to-date knowledge of postal regulations and services.• Operational Support: Assist in maintaining a clean, safe, and organized work environment. Participate in stock management, including ordering and inventory control, as needed.• Flexibility and Team Support: Demonstrate flexibility by working overtime hours as needed to cover holidays, provide additional staffing during busy periods, and adapt to changing work patterns.

PERSON SPECIFICATION

Skills, specialist skills, education, qualifications and knowledge required for the role	Must have (essential)
	<p>Skills and Specialist Skills:</p> <ul style="list-style-type: none">• Must have excellent communication skills.• High levels of numeracy and literacy.• Proven ability to provide outstanding customer service.• Previous experience in cash handling.• Highly organized and precise in work <p>Education and Qualifications:</p> <ul style="list-style-type: none">• No specific education requirements provided, but high school education or equivalent may be beneficial. <p>Knowledge Required:</p> <ul style="list-style-type: none">• Understanding of postal services operations and compliance requirements.• Knowledge of banking transactions preferred.

VALUES AND BEHAVIOURS

Key Behaviours Required	<p>Rowlands BASE Behaviours Relevant to role</p> <p>Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of people.</p> <p>Be proactive, working on own initiative. Reliable, good time keeping and punctual. Respect for the individual.</p>
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