

# IDENTIFICATION

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| **Department** | **Position Title** |
| Workers’ Safety and Compensation Commission | Mailroom Technician |
| Position Number(s) | **Community** | **Division/Region(s)** |
| 97-1633 & 97-4382 | Yellowknife | Performance and Corporate Services |

# PURPOSE OF THE POSITION

The Mailroom Technician position is responsible to analyze and distribute all incoming and outgoing correspondence in accordance with all WSCC policies, procedures and guidelines by ensuring timely, efficient and accurate customer service in support of organizational goals by providing exceptional mail processing services.

# SCOPE

The Workers’ Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. WSCC operations are located in Yellowknife and Iqaluit.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers’ Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

This position is located in Yellowknife, Northwest Territories and reporting directly to the Manager, Facilities & Records. With minimal supervision, this position provides administration services such as tracking courier activities, accurate preparation of courier waybills, packaging and prep of mail. Processing outgoing Canada Post mail, daily recording and distribution of incoming packages and shipments, support cheque processing activities.

The incumbent will also be responsible for managing file movement, file creation and document filing related to claims and employer accounts files.

### RESPONSIBILITIES

1. **Receives, identifies and is responsible for incoming mail to ensure correct and efficient distribution to all Board personnel and processes outgoing mail for daily pick up.**
* Processes incoming mail received on a daily basis from independent courier, Government mail service and fax machine;
* Arranges mail by opening and date-stamping for all divisions;
* Arranges mail by checking file allocation in the database and distributes to appropriate personnel;
* Identifies mail that was incorrectly forwarded to our office and reroutes it;
* Identifies new correspondence and forwards document to the appropriate personnel for investigation or action;
* Handles requests from employers, medical agencies, etc., for WSCC forms. Reviews the validity and quantity being requested; adjusts if necessary; assembles forms and mails out; logs information and maintains file of these requests;
* Prepares correspondence and cheques for mail out;
* Prepares any necessary forms, registered mail, courier service, etc., and
* Maintains clearly marked bins to deposit of outgoing mail and secures mail picked up at the close of each business day.
1. **Receives and processes incoming Claims and Employer account related mail.**
* Extracts specific details from all incoming correspondence to ascertain which account it concerns. Compares details against database and assigns the correct file number;
* Checks electronic file information to determine whether or not correspondence is related to an existing claim or if it should be registered as a new claim;
* Records file number for existing claims and forwards to the appropriate stakeholder;
* Searches and retrieves the Employer number for all new claims and forwards to the entitlement assistant;
* Receives, reviews and records requests and determines the employer file and forwards document to the appropriate personnel for action;
1. **Maintains the central filing system to ensure quick and reliable access to data for staff use.**
* Maintains a file sign-out sheet to track the file location;
* Files correspondence that has been reviewed by appropriate staff and requires no immediate action;
* Handles the retrieval of individual files as requested for follow-up. Locating files requires accessing data from system and/or visual search through the office; and
* Arranges the returns of files to secured storage on a daily basis.
1. **Other related duties**
* Other work as assigned by the Manager of Facilities and Records.

**WORKING CONDITIONS**

### Physical Demands

* Bending and lifting can create physical stress;
* Eye strain as a result of computer use.

**Environmental Conditions**

No unusual conditions.

### Sensory Demands

Required to spend extended periods of time in front of a computer using a keyboard and mouse.

### Mental Demands

* Peak periods and extremely heavy volume of work can create stress;
* The routine nature of the job may lead to mental fatigue.

### KNOWLEDGE, SKILLS AND ABILITIES

* Ability to understand detailed instructions and set priorities.
* Strong time management and organizational skills to simultaneously handle and prioritize multiple tasks.
* Ability to handle stressful situations, meet short deadlines and manage a fluctuating workload.
* Strong interpersonal and communication (verbal and written) skills.
* Ability to maintain a strict level of confidentiality.
* Proficiency with common computer applications, such as Word, Excel, Outlook, PowerPoint, and the Internet.
* Ability to work with minimal supervision.
* Ability to work in a multidimensional workplace.
* Basic knowledge of accepted records management theory and practice

**Typically, the above qualifications would be attained by:**

Grade 12 supplemented with 3 years related experience in a high-volume data entry or mail sorting environment.

Equivalent combinations of education and experience will be considered.

### ADDITIONAL REQUIREMENTS

**Position Security** (check one)

[ ]  No criminal records check required

[x]  Position of Trust – criminal records check required

[ ]  Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

[ ]  French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) [ ]       Intermediate (I) [ ]     Advanced (A) [ ]

READING COMPREHENSION:

Basic (B) [ ]       Intermediate (I) [ ]      Advanced (A) [ ]

WRITING SKILLS:

Basic (B) [ ]   Intermediate (I) [ ]   Advanced (A) [ ]

[x]  French preferred

**Aboriginal language:** To choose a language, click here.

[ ]  Required

[x]  Preferred

**CERTIFICATION**

### Title: Mailroom Technician

##### Position Number(s): 97-1633 & 97-4382

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| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Senior Manager Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_President & CEO Date*I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.* |

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**