



Position Title **Mailroom Associate**

Location Toronto

Reporting To Vice President, Corporate Real Estate Services

Job ID RES - 001

Position Overview

Mailroom Associates are responsible for the receiving, sorting & distributing of all incoming packages. This position picks up outgoing daily mail, processes postage, and delivers outgoing mail items to Canada Post. Associates are also responsible for daily messenger services, which include daily bank deposits, certifying cheques, exchanging share certificates etc. This position also assists with picking, packing, and shipping of outgoing materials, daily interoffice to all our branch locations and helping with inventory counts, archiving, record keeping and providing efficient customer service.

- Duties and Responsibilities**
- Provide superior customer service to all departments ensuring a timely response to inquiries
 - Collect, open, sort & distribute both incoming & outgoing mail, interoffice packages, faxes, and memo's at 2 downtown office locations (Corporate Head Office & back Office)
 - Maintain records of all incoming cheques, bonds and certificates
 - Forward all unidentified/ personal & confidential mail & couriers to compliance for review
 - Complete bank runs as required (deposits, payments, petty cash)
 - Same day, overnight and registered mail courier processing and tracking
 - Ensure courier supplies are kept & maintained
 - Deliver and obtain signatures on all incoming courier packages
 - Effective delivery of paper, toner, fax cartridges, stationary and supplies by means of depreciating inventories to ensure effective management of supply levels
 - Hand deliver packages as required within the downtown core.
 - Ensure daily CDS runs are completed
 - Assist with deliveries of all new issues and other cage related matters
 - Ensure the mailroom and supply space is organized, clean, and hazard-free
 - Assist with Richardson GMP as required
 - Special requests – as directed

- Education**
- High School Diploma
 - Post Secondary

- Qualifications**
- Must be bondable
 - Previous mailroom or customer service experience considered an asset
 - Demonstrated ability to work under pressure, meet tight deadlines and handle changing priorities
 - Proactive Attitude and team player
 - Proven ability to establish and maintain effective working relationships
 - Strong organizational and planning skills with a keen attention to detail
 - Excellent verbal and written communication skills