

Messenger - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Knows how to perform messenger duties: operate a motor vehicle in accordance with the Highway Traffic Act, observe safe driving practices and procedures, maintain a schedule, pick up/deliver items, and properly record all trips and documents picked up and delivered
- Understands the standards for delivery and performs routine messenger functions in conformance with organization requirements
- Maintains organization vehicle in sound operating order

QUALITY OF WORK:

- Performs all duties and functions productively and to the required standard of delivery
- Maintains required pickup and delivery records
- Takes pride in workmanship and performance of tasks

QUANTITY OF WORK:

- Maintains and processes all tasks, as scheduled, to the required standard, without exception
- Maintains the established schedule

PROBLEM ANALYSIS:

- Resolves inquiries and complaints within defined authority
- Assists staff in resolving unusual delivery problems and challenges
- Considers pros and cons of possible solutions and offers opinions to supervisor before proceeding
- Considers problems as a challenge and opportunity