

Job Description and Person Profile

Business/Support service	Retail – Post Office
Job Title	Post Office Counter Clerk
Grade	Upgraded
Job Family	Operations
Reporting to (Job Title)	Post Office Manager
Number of direct reports	n/a
Number of indirect reports	n/a
Budget Responsibility	n/a
Contacts	Customers and all Society Colleagues

a) Job purpose
<p>The Post Office Counter Clerk works with the Management team in the effective operation of the Post Office. The Counter Clerk is responsible for the efficient serving of Post Office customers.</p> <p>They will be conversant with all Post Office products and procedures, the correct and accurate handling of monies and the use of the Post Office computer systems. They should have good communication skills.</p>
b) Key accountabilities
c) Main responsibilities
<ul style="list-style-type: none"> • They should maintain the highest standards of Customer Service and relations at all times. • To ensure that customers are made aware of all related products and services using appropriate selling skills. • Deal with customer queries, politely and truthfully in accordance with the Society’s Service Excellence programme. • To handle customer complaints using the correct procedure. • Keep up to date with any new procedures and or products to an adequate standard as to successfully serve your customers • To work effectively as a team member and on your own. • Comply with all Post Office and Society’s policies in an open and honest environment.

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- Comply with all legal procedures (Financial Services Act, Official Secrets Act, etc)
- Maintain excellent performance and timekeeping.
- Request additional coaching and training when required.
- Comply with the MCS appearance policy at all times whilst on duty.
- Comply with all aspects of the Society's Health, Safety and Hygiene policies.
- You are responsible for all monies and stock used by you during your shift.
- Ensure that all your monies and stock are balanced at the end of each day.
- Comply with staff searches when requested to by the management.
- Report all security incidents to the relevant person.
- Ensure that all overs and shorts are kept to a minimum and investigate any poor balances.

d) Measures of performance

- Ensure that you follow all Post Office Ltd and the Society's procedures with regard to correct Stock and Order, cash, systems and administration using the appropriate documents.
- Ensure that all new Post Office products are communicated and actively promoted to your customers.
- Check availability regularly, replenishing your stocks as required.
- Ensure that your work area is clean and tidy.

The job holder will carry out any other reasonable duties as required to ensure the smooth running of the business.

e) Person specification

Essential qualifications	Desired qualifications
	<ul style="list-style-type: none"> • A Levels Math's / English
Essential experience required	Desired experience required
<ul style="list-style-type: none"> • Cash Handling / Customer facing 	<ul style="list-style-type: none"> • Post Office counter work • Good sales ability

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f) Competencies / behaviours	
<p>Future Direction</p> <ul style="list-style-type: none"> • See the bigger picture • Challenge, change and improve • Make effective decisions <p>Engage People</p> <ul style="list-style-type: none"> • Lead and communicate • Collaborate and partner • Build capability <p>Deliver Results</p> <ul style="list-style-type: none"> • Customer focused ways of working • Individual accountability <p>Agility and reactivity</p>	<p>Good customer service is inessential in a counter clerk's role as is team work due to the small environment of an office and the need to serve our customer professionally and efficiently. It is important that counter clerks drive for success by selling products to our customers in a polite and professional manner.</p> <p>Passion for the brand is also needed to promote post office products within the cooperative environment.</p>