

## **Letter Carriers**

Letter Carriers are professionals who deliver mail and packages to residences, businesses, and other destinations. They ensure timely, accurate, and secure delivery of correspondence while maintaining records of deliveries and pickups. Their role is essential in connecting communities and supporting communication and commerce.

### **Duties and Powers**

- Sort and organize mail and packages for delivery along assigned routes.
- Deliver letters, packages, and other mail items to homes, businesses, and institutions.
- Collect outgoing mail and ensure it is properly processed for delivery.
- Maintain accurate records of deliveries, pickups, and any undeliverable items.
- Verify addresses and ensure correct delivery of sensitive or registered mail.
- Handle customer inquiries, complaints, or special delivery requests professionally.
- Operate postal vehicles, carts, or other equipment safely and efficiently.
- Follow postal regulations, safety guidelines, and security procedures.
- Report issues such as incorrect addresses, damaged mail, or delivery obstacles.
- Assist in seasonal or special postal operations, such as bulk mailings or community events.