

Mail, Postal, and Related Workers

Mail, Postal, and Related Workers are professionals who handle the processing, sorting, and delivery of mail and parcels. They ensure the efficient flow of correspondence and packages within postal systems, supporting communication, commerce, and community connectivity.

Duties and Powers

- Sort, organize, and prepare incoming and outgoing mail for delivery.
- Deliver letters, parcels, and packages to residences, businesses, and institutions.
- Collect outgoing mail from mailboxes, businesses, and post office counters.
- Maintain accurate records of deliveries, pickups, and undeliverable items.
- Operate postal equipment, vehicles, and machinery safely and efficiently.
- Assist customers with postal services, inquiries, and complaints.
- Ensure mail security and handle registered, certified, or sensitive correspondence appropriately.
- Follow postal regulations, safety procedures, and operational guidelines.
- Report discrepancies, damaged mail, or delivery issues to supervisors.
- Support special postal operations, seasonal mail surges, and community postal programs.