

## BENCHMARK JOB DESCRIPTION

### A. JOB INFORMATION SUMMARY

#### POST HOLDER:

**JOB TITLE** : **Messenger**

**CORE CODE** :

**POST LEVEL AND SALARY CODE** : **2**

**LOCATION** :

**POSTS REPORTS TO** :

**DATE OF APPOINTMENT** :

### B. JOB PURPOSE

To render messenger services

### C. KEY PERFORMANCE AREAS

#### (a) Perform messenger functions

- Sort and arrange correspondences in the registry
- Collect, distribute and circulate correspondences (mail, parcels, documents and files)
- Record and control correspondence register
- Sort mail, files, documents and parcels
- Ensure that items to collect are sealed and addressed
- Collect mail, files, documents and parcels from addressor
- Deliver mail, files, documents and parcels to addressees
- Ensure that the recipients sign on the delivery book/register
- Record contents and physical addresses in the delivery book/register

#### (b) Perform general office assistant tasks

- Make copies, fax and shred documents

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## D. EXAMPLE OF A TYPICAL POSITION IN THE ORGANISATION AND ORGANISATION STRUCTURE

### NOTE:

This organizational structure serves as an **example only**. Each department or institution should design its organizational structure to suit its specific needs and circumstances. Please note the old adage that structure follows strategy.



## E. INHERENT REQUIREMENTS OF THE JOB

Consult the feeder competencies in the draft competency framework for middle managers and determine the skills and competencies required for this job. It should be noted that a number of competencies would not be applicable to this job. Please note further that the descriptions and definitions should be utilised but the level of proficiency should be should be adjusted to fit the level of the job. The competency framework is available at <http://www.dpsa.gov.za/dpsa2g/documents/ep/MMCFDictionaryConsolidated18July.pdf>

## F. APPOINTMENT REQUIREMENTS

### Minimum appointment requirements

- NQF level 3 (Grade 10 certificate or equivalent)

### Experience

- No experience required

### Inherent requirement of the job:

- Must be computer literate
- Sound organizational skills
- Good people skills
- Basic written communication skills
- Client orientation and Customer focus
- Good communication

**G. CAREER PATHING**

Compliance with the requirement of higher posts.

**H. AMENDMENTS TO JOB DESCRIPTION**

The Head of Department or his/her nominee reserves the right to make changes and alterations to this job description, as he/she may deem reasonable, after due consultation with the post holder.

**I. PERFORMANCE AGREEMENT**

The Performance Agreement of the incumbent, which contains a work plan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the incumbent should adhere to during the execution of his/her key performance areas.

**J. JOB DESCRIPTION AGREEMENT**

**SIGNATURE OF POST HOLDER**

**SIGNATURE OF MANAGER**

**DATE:**

**DATE:**