

# Mail Clerk

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	<span>HIGH</span> <span>MEDIUM</span> <span>LOW</span>
Assessment Skills	Mail Clerk, Organised, Attention to Detail

Competency/Skill	Candidate with this will display
Mail Clerk	<ul style="list-style-type: none"><li>• Understands repetitive nature of mail clerk responsibilities</li><li>• Strong attention to detail and error checking in their work</li><li>• Ability to think quickly on their feet with numbers and words</li></ul>
<b>Questions</b>	
	Describe the regular duties of a mail clerk. What are your least and most favourite?
	Tell me about a time where you have had to deal with an angry stakeholder or customer because they are complaining they haven't received a parcel. How did you manage this?
	How do you stay motivated when you have to do repetitive tasks?
<b>Comments</b>	

Competency/Skill	Candidate with this will display
Organised	<ul style="list-style-type: none"> <li>• Stays up to date with work to ensure everything is completed within strict deadlines</li> <li>• Prioritises tasks in matter of importance</li> <li>• Punctual and reliable</li> </ul>
<b>Questions</b>	
	How do you prioritise tasks when you have multiple deadlines to meet?
	Describe your process for how you send packages and ensure weight/cost and delivery address are correct.
	How do you organise incoming mail?
<b>Comments</b>	

Competency/Skill	Candidate with this will display
Attention to Detail	<ul style="list-style-type: none"> <li>• Demonstrates extremely high attention to detail in all their work</li> <li>• Has error checks in place</li> <li>• Speaks up if they discover mistakes</li> </ul>
<b>Questions</b>	
	How do you ensure your attention to detail is maintained throughout your work?
	Describe a time where you have found a mistake in yours or someone else's work by having strong attention to detail.
	What would you do if you realised you made a mistake or sent a package to the wrong department/address?
<b>Comments</b>	