

What is Australia Post?

Australia Post is part of the fabric of Australian life. Through our people, products and services, and through our community involvement, we are connecting people every day.

At Australia Post, we are proud of our commitment to Indigenous employment. We have over 20 years experience in providing real jobs and real opportunities to over 4,000 Indigenous Australians.

In a country as vast as ours, the postal service is a vital part of everyday life. Australia Post provides an essential link between people, communities and businesses – across Australia and around the world. We do this with a team of more than 35,000 people working in our modern processing centres, transporting mail and parcels and serving customers in every community.

Joining a new team – especially if it's your first job – can be hard, so we have an Indigenous Employment Co-ordinator located in each state. They can help you connect with us and keep in touch with you in the first few weeks.

As part of our team, you'll get training and experience with a view to ongoing employment.

Are you looking for opportunities, teamwork and flexibility? Join the Australia Post team.

What can you do at Australia Post?

Delivery Officer (Postie)

If you like working indoors and being out on the road – then this position is right up your alley. You'll be an important part of our business – the final stage in the journey of the mail. Ideally, you'll have a current unrestricted or provisional motor cycle licence, but if you don't have a licence yet or have your "Learner's" you're still encouraged to apply. Our motorcycles have a safe working load limit, so you need to weigh no more than 100kg when fully clothed. You also need to be fit enough to lift up to 16kg and you'll have good customer service skills and attention to detail. We also have some positions where you walk or ride a push bike to deliver the mail.

Postal Transport Officer

Apart from the fact that you hold a current heavy rigid driver's licence, you've got an interest in trucks and a mechanical aptitude. This is pretty important because you really need to get to know your truck. Out there on the road, you're confident and comfortable with different addresses and locations. You know your way around and you're capable of meeting deadlines because you are a reliable, safe driver. You genuinely want to make sure that mail makes its destination and you do it in a way that is respectful of other road users. As one of the visible faces of Australia Post – you care about meeting deadlines throughout the day and you're committed to customers and delivering on time. We also need you to have a clean driving record and be fit enough to lift up to 16kg of mail.

Driver/Sorter

Apart from a clean driver's licence you've got an excellent grasp of the road rules and regulations. You know your way around, and you've got great communication skills and the ability to meet deadlines throughout the day to deliver on time. You're professional, dedicated to safe driving and you're courteous on the road – that's important because you're out there with the public as one of the many faces of Australia Post. It's important that you're flexible and can cope with changes to the schedule – this can happen – and you need to be able to adapt quickly to cope with the changing priorities to maintain our high customer service standards. You will also need to be fit enough to lift up to 16kg. That's why we need you on the team now.

Parcel Post Officer

If you like rolling up your sleeves and getting involved, you'll enjoy it here, because that's what makes our parcel business operate like clockwork. You take pride in your accuracy and speed whilst aiming for 100 per cent success with sorting. There's a lot to learn, but don't worry, we'll provide you with the training and show you the ropes so you hit the ground running! Getting the job done is critical, and it takes teamwork to achieve this. Teamwork relies on good communication so it's important that you work well with others and enjoy the interaction. Our people tell us that it's the interaction that makes all the difference to the workplace. Importantly, you're fit and healthy and can lift up to 16kg.

Retail Customer Service Officer

You thrive on finding solutions for customers – that's why they keep coming back. You're committed, professional and genuine. You probably don't think this is particularly special – but it really is. It's what makes you an ideal fit for our busy retail outlets. You like being busy and that's why you'll love being part of our fast paced retail business – from completing business transactions and providing solutions to customers, through to putting in place a range of merchandising activities. Experience in frontline customer service, or a willingness to learn, attention to detail and approachable personality are important attributes, we'd also like you to be able to meet objectives in our team environment. We'll provide the training to get you up to speed – you provide the enthusiasm and the attitude.

Mail Officer

With a team attitude and an eye for detail, you're just the person we're looking for. And this is the kind of position that is actually going to suit your lifestyle as it gives you free time through the day. With the use of high tech sorting equipment, our goal is to make sure every piece of mail makes it to the right place and that's why you're such a valuable member of the team. It can be fast paced from time to time, and one thing you really notice is that we work well together. You do too, and you want to play your part. You're also able to lift up to 16kg. There's a lot to learn, but don't worry, we'll provide you with the training and show you the ropes so you hit the ground running!

Video Coder

You've always had an eye for detail – you love to be organised and this is why you will be such an important part of the team at Australia Post. You also have an aptitude for concentration and fine detail, with excellent keyboarding abilities and amazing hand eye coordination. This is great news because our data entry people can reach around 10,000 keystrokes an hour with outstanding accuracy. Now to most – that seems pretty incredible, but that's exactly what you expect and that's why you are needed on our team. We also need you to be really committed to high quality output – at the end of the day, you expect your mail to reach you, and you know that every other person out there wants the same result. In other words, it's important to you that the mail gets there every time. You're proud of the part you play and rightly so.

Call Centre Consultant

Call Centre Consultants contribute to maintaining and growing customer loyalty by providing quality customer service when responding to enquiries, resolving complaints and promoting Australia Post products and services. Call Centre Consultants use telecommunications technology, respond to inbound calls and possess confidence to manage and build relationships with customers.

School to Work Traineeships.

Australia Post provides a variety of School to Work Traineeships. This will be an opportunity for students in years 11 and 12 to participate in a traineeship that will develop their skills at work. They will also have the opportunity to join Australia Post on a permanent basis or continue studying whilst working part time.



Australia Post's Indigenous Employment & Business Strategy



1988 - 2008

Australia Post celebrating
20 years of providing real jobs
and real opportunities
to Indigenous Australians

How can you apply?

The Indigenous Employment & Business Strategy allows Indigenous people to gain training and experience at Australia Post in a specific position, with a view to gaining ongoing employment with Australia Post.

All employees are required to satisfactorily complete a medical check and a character check. Having a police record does not mean you cannot be employed at Australia Post.

For more information, please contact the Indigenous Employment Consultant in your State:

Victoria/Tasmania (03) 9299 4589

New South Wales/ACT (02) 9202 6167

Queensland (07) 3405 1432

South Australia/NT (08) 8402 6342

Western Australia (08) 9237 5544

You can also apply online at auspost.com.au. Just click on the "Jobs at Post" link at the top of the page.

Australia Post is an Equal Employment Opportunity Employer.

Feb 2009

Careers for Indigenous Australians

