



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### COURIERS AND MESSENGERS

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
<b>Couriers and Messengers-B</b>	<b>R5021B</b>	<b>25</b>	
<b>Couriers and Messengers-O</b>	<b>R5021O</b>	<b>25</b>	
<b>Couriers and Messengers-A</b>	<b>R5021A</b>	<b>25</b>	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Pick up and carry messages, documents, packages, and other items between offices or departments within an establishment or to other business concerns, traveling by foot, bicycle, motorcycle, automobile, or public conveyance.

#### Nature of Work

Couriers and messengers move and distribute documents and packages for individuals, businesses, institutions, and government agencies. They pick up documents and packages from customers and deliver them to their final destinations, usually within a local area. Because they only travel to nearby locations, couriers and messengers often specialize in same-day delivery. Some offer faster service, such as delivery within one hour. Couriers and messengers also deliver items that senders are unwilling to entrust to other means of delivery, such as important legal or financial documents, passports, airline tickets, medical specimens, and occasionally donated organs. Some couriers and messengers carry items only for their employers, often law firms, banks, medical laboratories, or financial institutions. Others act as part of organizations' internal mail system and carry items mainly within an organization's buildings or entirely within one building. Many couriers and messengers work for messenger or courier services. Those with experience may open their own courier and messenger business and work as independent contractors.

#### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

#### Basic

- Employees in this Role assist in sorting, processing, and delivering documents, outgoing and internal mail, and packages.

#### Recommended Education and Experience for Full Performance

Eighth grade education and six (6) months courier or delivery experience.

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### Minimum Qualifications

Eighth grade education.

### Operational

- Employees in this Role sort and deliver mail for moderate sized organizations or work with a team to provide dissemination and delivery services in larger volume agencies.
- Employees determine different types of mail and may conduct delivery sources or hand deliver important documents themselves.

### Recommended Education and Experience for Full Performance

Eighth grade education and six (6) months courier or delivery experience.

### Minimum Qualifications

Eighth grade education.

### Advanced

- Employees in this Role move or distribute information, documents and packages as well as internal mail for large-scale organizations.
- Employees determine different types of mail, may contact delivery sources or hand-deliver documents; may operate machines that collate, fold and insert material, affix postage; use systems to keep records of incoming and outgoing items; and may deliver highly important and/or confidential documents.

### Recommended Education and Experience for Full Performance

Eighth grade education and six (6) months courier or delivery experience.

### Minimum Qualifications

Eighth grade education.

### Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### Knowledge

**Transportation** — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

### Skills

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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**Speaking** — Talking to others to convey information effectively.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Service Orientation** — Actively looking for ways to help people.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Time Management** — Managing one's own time and the time of others.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 07/07/2001

**Revised:** 09/20/2011

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*