

Postal Service Workers

SOC: 43-5050 • Career Profile Report

■ Key Facts

\$57,870

Median Salary

22,900

Employment

-5.0%

Growth Rate

■ Requirements & Salary Range

Education: No formal educational credential

■ Automation Risk Assessment

Medium Risk - 50.0% probability of being automated in the next 10-20 years.

This job has some routine elements but still requires human judgment and interaction.

■■ Work-Life Balance

7.3/10 - Good work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.8/10	Investigative	5.4/10
Artistic	4.0/10	Social	6.2/10
Enterprising	5.4/10	Conventional	9.2/10

■ Top Skills Required

Customer-service skills, Detail oriented, Physical stamina, Physical strength, Time-management skills, Visual ability

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Postal Service Workers handle, sort, and deliver **mail and packages to individuals and businesses**. They operate postal equipment, maintain accurate records, and ensure timely delivery. Their work is critical in communication, commerce, and logistics. This career is well suited for individuals who enjoy organized, routine work, customer service, and handling physical tasks.

What Do Postal Service Workers Do?

These professionals process and distribute mail, assist customers, and maintain delivery schedules.

Common responsibilities include:

- Sorting and preparing mail and packages for delivery
- Operating postal equipment and technology for tracking and routing
- Delivering mail to homes, businesses, and post office locations
- Collecting outgoing mail and packages from customers
- Assisting customers with postal services, forms, and inquiries
- Maintaining accurate records and tracking shipments
- Following safety and security procedures for mail handling

Key Areas of Postal Service Work

Workers may focus on specific delivery methods, equipment, or customer services:

- Mail Sorting and Processing: Organizing letters, packages, and shipments efficiently
- Delivery and Collection: Ensuring timely and accurate delivery to addresses
- Customer Service: Assisting customers with services, inquiries, and forms
- Equipment Operation: Using postal machines, scanners, and tracking technology
- Safety and Security: Handling mail securely and following regulations

Skills and Abilities Needed

Postal service workers combine physical, organizational, and interpersonal skills.

Core Professional Skills

Personal Qualities That Matter

Education and Career Pathway

This role typically requires minimal formal education and on-the-job training:

- High School Diploma or GED (minimum): Basic literacy, numeracy, and organizational skills
- On-the-Job Training: Learning mail handling, sorting procedures, and delivery routes
- Equipment Training: Operation of postal machinery and tracking technology
- Customer Service Training: Assisting clients with inquiries and services
- Continuing Education (optional): Updates on postal regulations, safety, and efficiency improvements

Where Do Postal Service Workers Work?

They are employed in organizations responsible for mail and package delivery:

- Post Offices
- Mail Sorting Facilities
- Distribution Centers
- Delivery Routes in Communities
- Corporate Mailrooms

Work environments include offices, sorting facilities, and outdoor delivery routes.

Is This Career Difficult?

This career requires physical endurance, attention to detail, and adherence to procedures. Workers must manage heavy loads, tight schedules, and occasional adverse weather conditions.

Who Should Consider This Career?

This career may be a strong fit if you:

- Enjoy structured, hands-on work
- Are reliable, organized, and detail-oriented
- Can manage physical tasks and delivery routes
- Have good customer service and communication skills
- Want a career ensuring timely and accurate mail and package delivery

How to Prepare Early

- Take courses in basic math, reading, and time management
- Develop physical fitness and stamina
- Gain experience through internships, volunteer work, or part-time delivery roles
- Learn about postal regulations and handling procedures
- Practice organizational and customer service skills

Postal service workers ensure that mail and packages are accurately processed and delivered, supporting communication, commerce, and daily life.

*Generated by StartRight • Data from U.S. Bureau of Labor Statistics & O*NET*

Source: <https://www.bls.gov/ooh/office-and-administrative-support/postal-service-workers.htm>