

# RoadSafetyBC Correspondence Officer

## 30 Days to Success (Trainee Guide)

### Welcome to the team.

This guide outlines what you will learn and achieve in your first 30 days working in Correspondence.

You will be supported throughout with training sessions, check-ins, and hands-on practice.

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## BEFORE YOU START (Setup Phase)

You will be given access to:

- RSBC mailbox
- CLIFF (case logging system)
- eApps (workflow system)
- Mercury + Driver/Virtella systems
- LAN shared drive
- SharePoint + OneNote resources
- PSSG email lists + team communications

You will also receive:

- Training schedule
  - Welcome materials and templates
  - Access to learning videos and resources
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## WEEK 1 — LEARNING THE BASICS

### Focus: Understanding your role + core systems

You will learn:

## Your Role

- Managing a shared public mailbox (high volume)
  - Logging and tracking cases in CLIFF
  - Supporting structured government correspondence
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## Systems Training

- CLIFF: how to log and close items
  - eApps: basic navigation and purpose
  - Driver/Virtella + Mercury overview
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## Mailbox Introduction

- How to read, sort, and understand incoming requests
  - What types of requests you will see
  - How to identify urgency and ownership
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## Practice

- Drafting simple responses with support
  - Completing your first guided mailbox responses
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### End of Week 1 Goal:

You understand systems and can complete basic mailbox tasks with support.

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# WEEK 2 — BUILDING CONFIDENCE

## Focus: Taking ownership of the mailbox

You will:

- Start managing mailbox items with supervision

- Learn how to triage (sort and prioritize requests)
  - Improve accuracy in responses
  - Continue using CLIFF for all logging
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### **You will also:**

- Begin identifying when to use templates
  - Learn when to escalate or ask for help
  - Practice responding to real mailbox items
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### **End of Week 2 Goal:**

You can manage most mailbox items with light support.

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## **☐ WEEK 3 — COMPLEX CORRESPONDENCE + eApps**

### **Focus: Advanced workflows**

You will learn:

#### **Executive Correspondence**

- How formal responses are structured
  - How to use approved language and templates
  - When escalation or approval is required
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#### **eApps System**

- Creating new eApps
  - Routing items to program areas
  - Tracking and closing workflows
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## Practice

- Draft executive/SG responses
  - Build and process eApps
  - Receive feedback and refine work
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### End of Week 3 Goal:

You can manage complex correspondence and workflow tasks with guidance.

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## WEEK 4 — WORKING IN REAL TIME

### Focus: Independent workflow practice

You will:

- Manage mailbox independently (with support available)
  - Work on real executive and priority items
  - Use CLIFF and eApps across live workflows
  - Apply templates and approved language consistently
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## Support

- Real-time coaching when needed
  - Regular check-ins with your trainer
  - Feedback on accuracy and workflow decisions
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### End of Week 4 Goal:

You are confidently managing daily work with minimal supervision.

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## WEEK 5 — FULL INTEGRATION

## Focus: Working independently

You will now:

- Manage full mailbox workload
  - Process eApps independently
  - Complete executive correspondence with minimal support
  - Apply correct escalation and approval processes
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### You are also expected to:

- Maintain accurate CLIFF logging
  - Follow LAN filing standards
  - Use templates consistently
  - Balance workflow (mailbox + eApps)
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### End of Week 5 Goal:

You are fully operating in the role with confidence and independence.

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## WHAT SUCCESS LOOKS LIKE AT 30 DAYS

By the end of your onboarding, you should be able to:

- Manage 400–450 mailbox items monthly
  - Log and close items correctly in CLIFF
  - Create and process eApps end-to-end
  - Draft executive correspondence using templates
  - Identify when to escalate or request input
  - Apply correct file naming and LAN storage rules
  - Work independently across systems and workflows
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## KEY SUPPORT REMINDERS

- You are not expected to know everything immediately
  - Ask questions early — especially in Weeks 1–3
  - Use templates and approved language
  - Focus on accuracy first, speed comes later
  - Your trainer will support you throughout
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## **CORE PRINCIPLE**

**Your role is about accuracy, traceability, and clear communication across systems — not just responding to emails.**