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LABOR RELATIONS



June 30, 2022

Mr. Ivan D. Butts
President
National Association of Postal
Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Ivan,

The Postal Service is proposing to establish a Post Office Maintenance Operations department that will report under the VP Retail & Post Office Operations within the Chief Retail & Delivery organization. The new organization will assume the responsibility of the field maintenance work, transferred from plant maintenance operations.

Currently, the field maintenance work and resources report under the Manager Maintenance within mail processing facilities. The Manager Field Maintenance Operations (Lead) EAS-19, occupation code 2355-0050, is responsible for maintenance activities that occur within non-maintenance capable offices within their district, such as post offices, stations, and branches.

The new proposed structure will operate using a four (4) area and fifty (50) district design that aligns with our retail and delivery geography. The structure will include a Manager, Field Maintenance Operations (District), 50 positions in all, with oversight of the respective district.

We also propose to establish the Supervisor Field Maintenance Operations EAS-17. This job will be responsible for directly overseeing bargaining unit Field Maintenance positions and will report to the Manager Field Maintenance (District) EAS-19.

This supervisor positions will be earned based on the following criteria:

- Authorized using a 1:16 ratio of craft on-rolls. If district does not earn supervisor and bargaining employees are domiciled in more than one (1) location, a maximum of one (1) supervisor will awarded and authorized for the district.

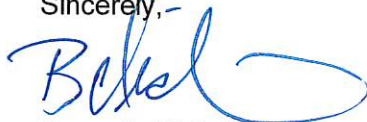
We propose that the Supervisory Differential Adjustment (SDA) is utilized in this structure and are interested in discussing this with you to include your recommendations on the appropriate position group used for calculating the SDA.

Enclosed is a presentation of the current and proposed structure. Also enclosed are job descriptions within the new structure.

Job Title	Level	Status
Manager Retail & Post Office Operations Maintenance Support	EAS-25	New
Retail & Post Office Operations Maintenance Support Specialist (Team Lead)	EAS-23	New
Retail & Post Office Operations Maintenance Support Specialist	EAS-19	New
Manager Retail & Post Office Operations Maintenance Programs	V-02	New
Retail & Post Office Operations Maintenance Program Specialist	EAS-25	New
Communications Specialist (Business Unit)	EAS-23	New
Manager Field Maintenance Operations (Area)	EAS-26	New
Manager Field Maintenance Operations (District)	EAS-19	Revised
Supervisor Field Maintenance Operations	EAS-17	New

This proposal is provided for your review pursuant to Title 39 §1004(d). We look forward to your soonest possible response concerning any questions, comments, and recommendations you may have so we may expedite the consultation process. Thank you in advance for your participation.

Sincerely,



Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosures

Post Office Maintenance Operations

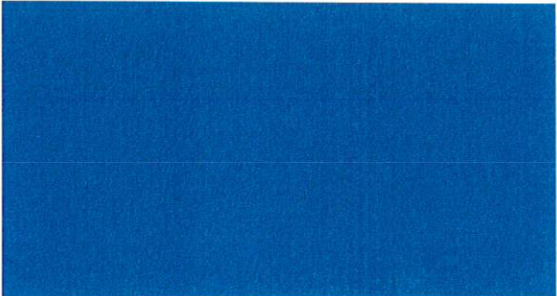
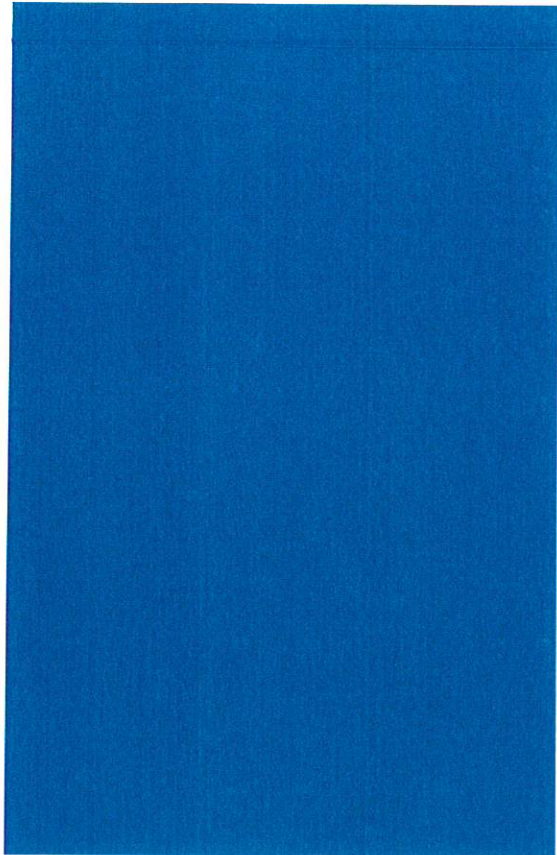
NAPS Presentation

July 1, 2022



Post Office Maintenance Operations

Project Background



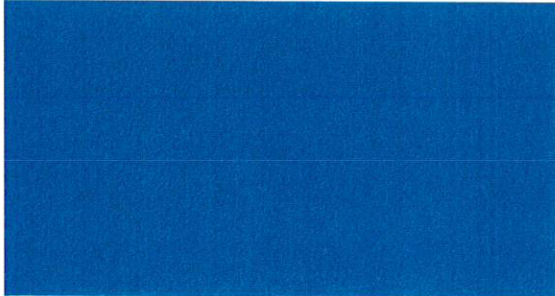
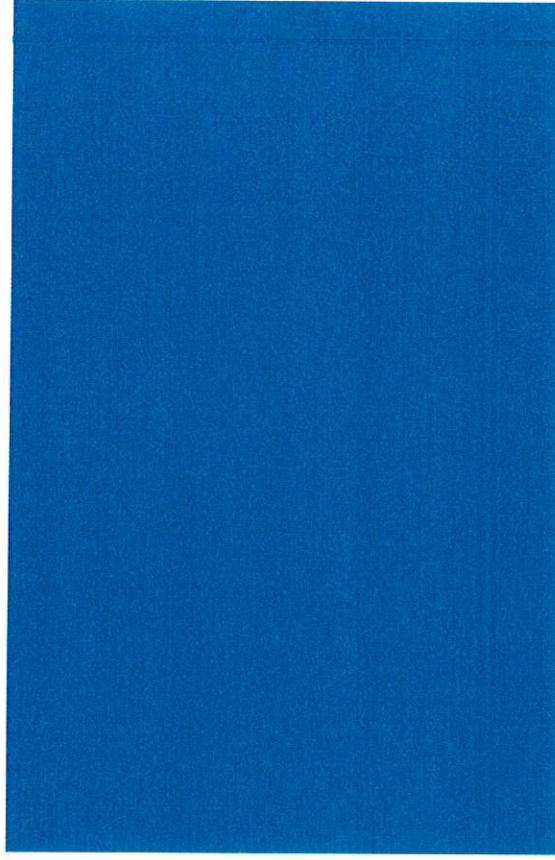
Project Background

Field Maintenance provides maintenance support to non-maintenance capable facilities such as post offices, stations, and branches.

- Currently, Field Maintenance staff report to the Mgr. Maintenance within a mail processing facility that previously held a lead designation for the 67 district structure.
- The proposal is to transition this work to a new structure, Post Office Maintenance Operations under the Chief Retail & Delivery organization – VP Retail & Post Office Operations.

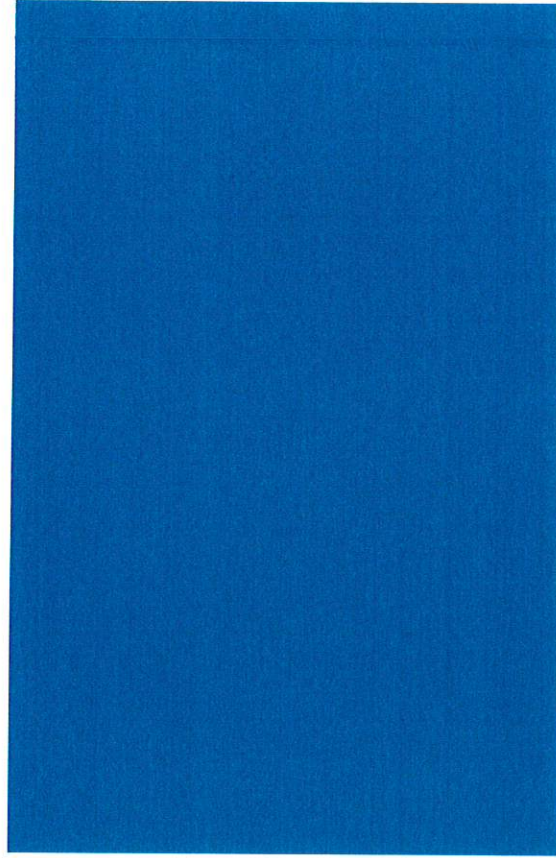
Field Maintenance Operations

Current State



Post Office Maintenance Operations

Proposed



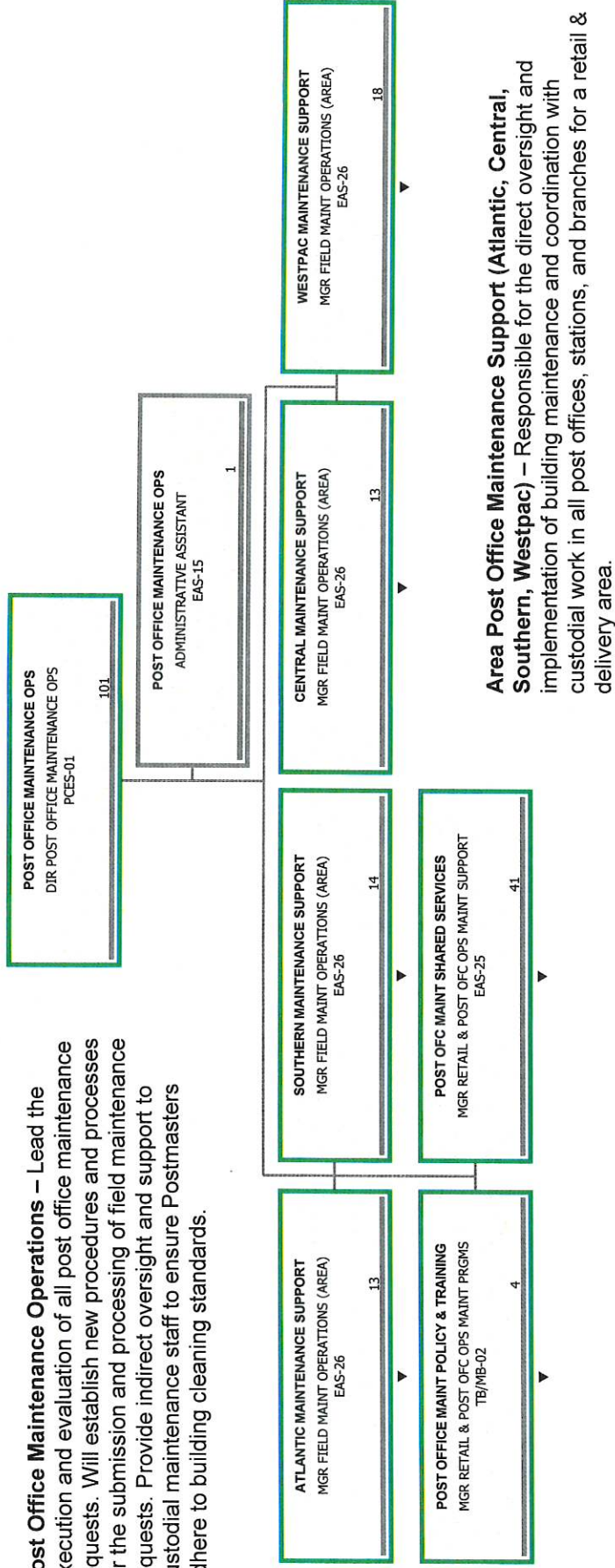
Proposal Summary of Work

Field Maintenance work will be transitioned into the new Post Office Maintenance Operations department comprised of the following teams;

- **Post Office Maintenance Operations** – Lead the execution and evaluation of all post office maintenance requests. Will establish new procedures and processes for the submission and processing of field maintenance requests. Provide indirect oversight and support to custodial maintenance staff to ensure Postmasters adhere to building cleaning standards.
- **Area Post Office Maintenance Support (4 Area and 50 District Team Structure)** – Responsible for the direct oversight and implementation of building maintenance and coordination with custodial work in all post offices, stations, and branches for a retail & delivery area.
- **Post Office Maintenance Policy & Training** – Ensure compliance with existing maintenance policy and procedures established by HQ Maintenance. Provides training to Field Maintenance and Post Office custodial staff to ensure adherence to policies and standards.
- **Post Office Maintenance Shared Services** - Responsible for the intake of work orders, monitoring workload, and assigning work to area and district support teams. Evaluates maintenance staffing needs, tracking and reporting out on maintenance activities. Will work with Facilities to establish new workflow procedures for intake and assignments of work orders. Oversees the inventory control system for maintenance supplies.

Post Office Maintenance Operations - Proposal

Post Office Maintenance Operations – Lead the execution and evaluation of all post office maintenance requests. Will establish new procedures and processes for the submission and processing of field maintenance requests. Provide indirect oversight and support to custodial maintenance staff to ensure Postmasters adhere to building cleaning standards.

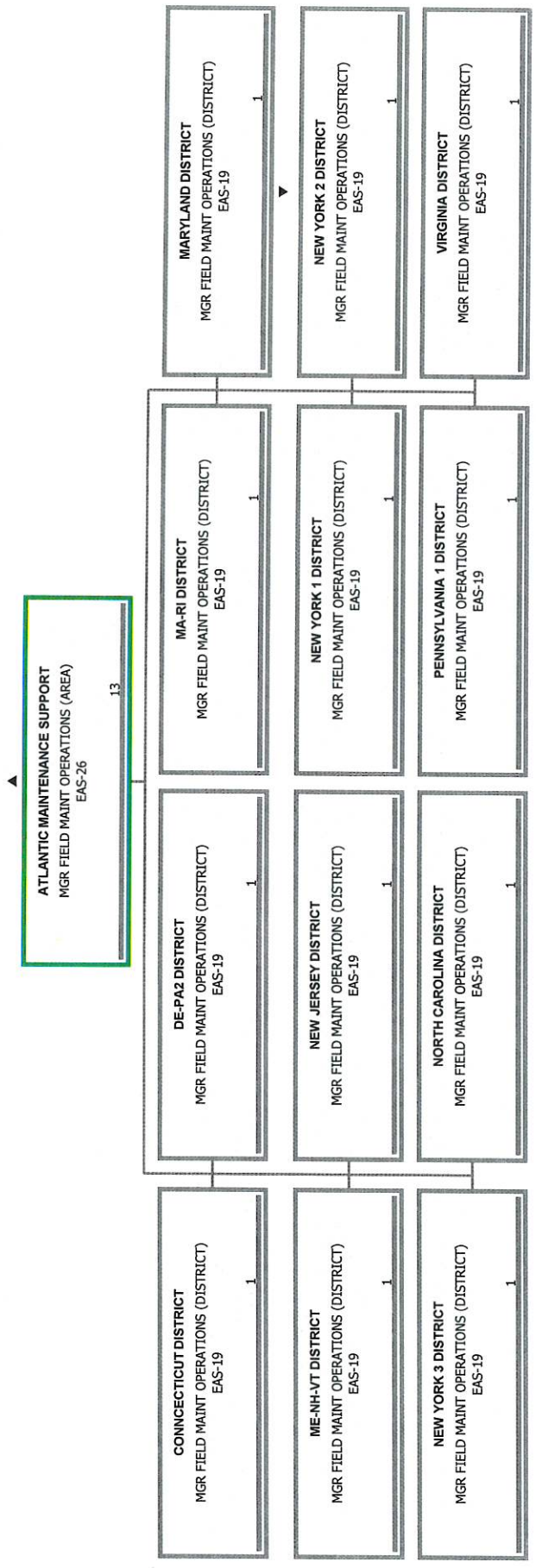


Area Post Office Maintenance Support (Atlantic, Central, Southern, Westpac) – Responsible for the direct oversight and implementation of building maintenance and coordination with custodial work in all post offices, stations, and branches for a retail & delivery area.

NEW JOB



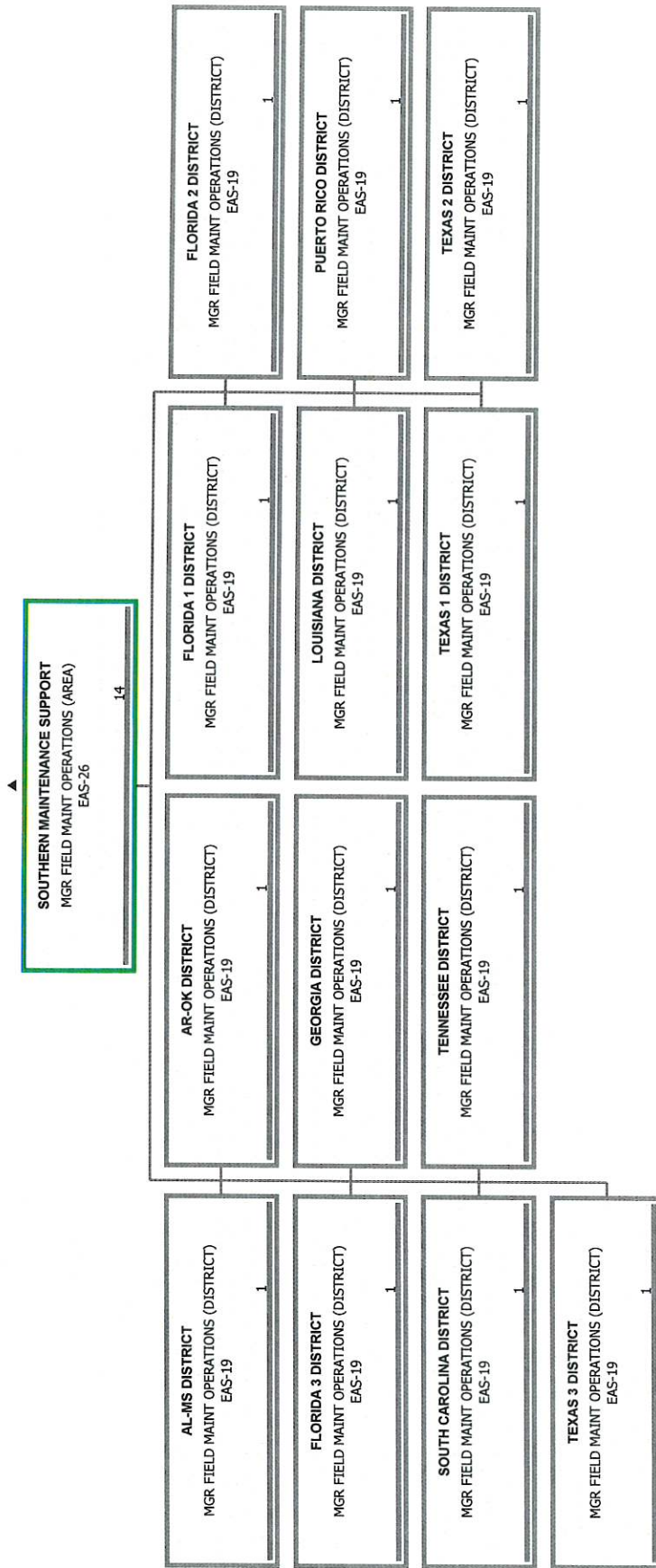
Atlantic Maintenance Support - Proposal



NEW JOB



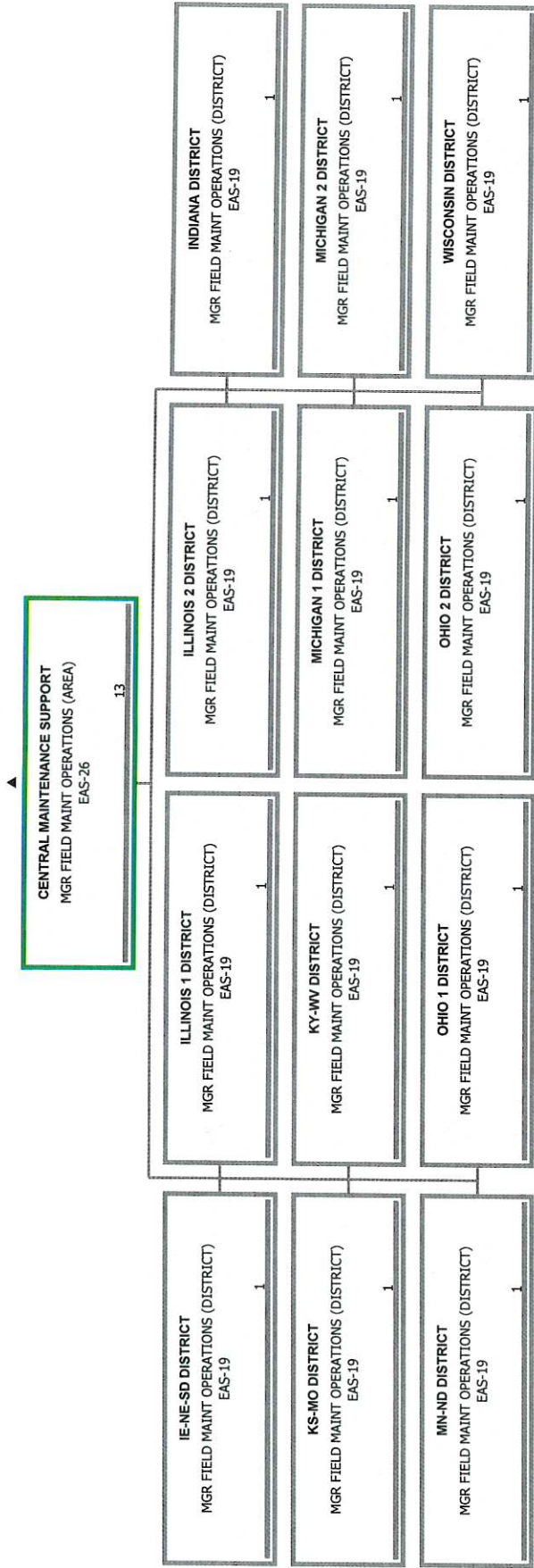
Southern Maintenance Support - Proposal



NEW JOB

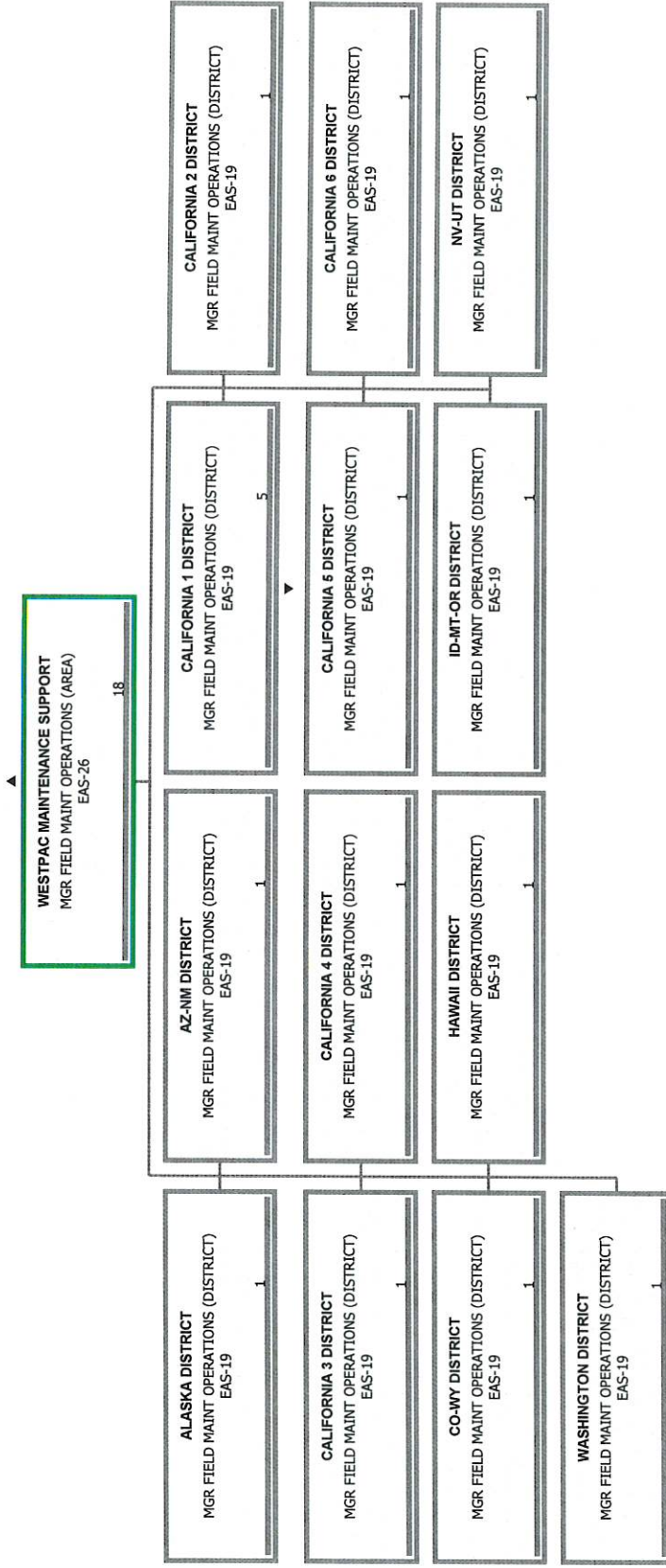


Central Maintenance Support - Proposal



NEW JOB

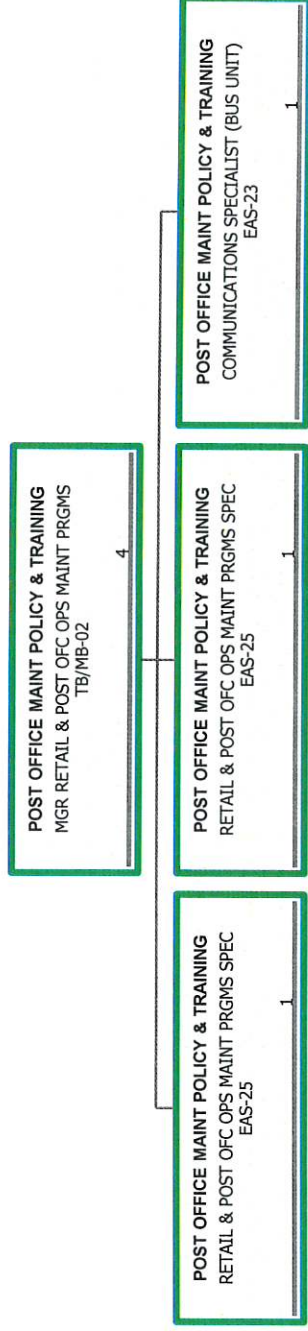
Westpac Maintenance Support - Proposal



NEW JOB



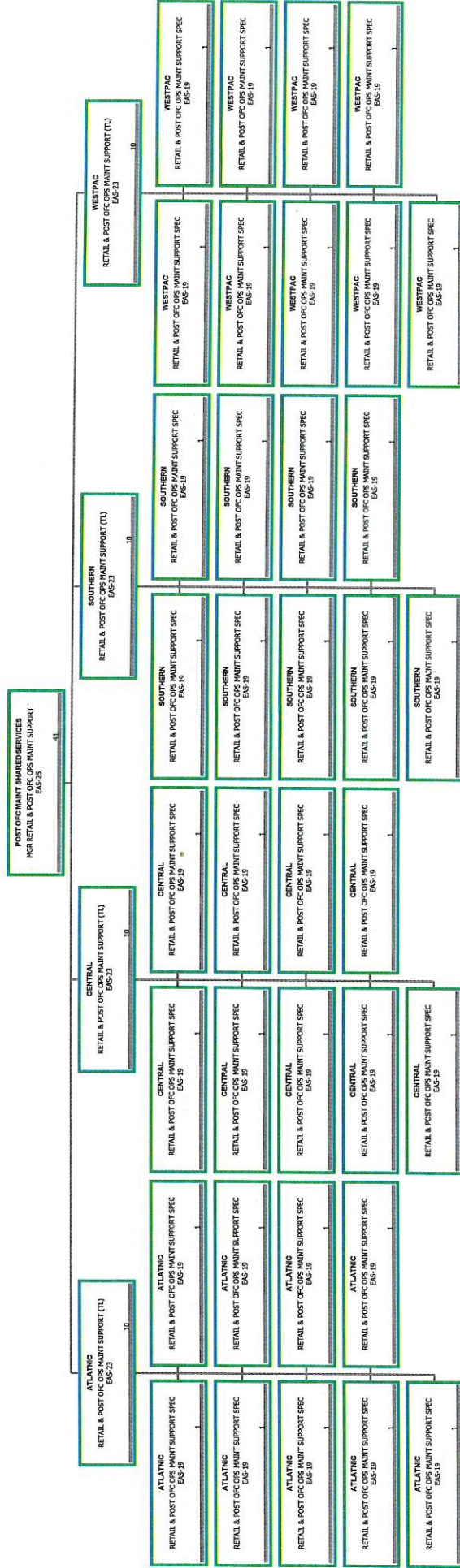
Post Office Maintenance Policy & Training - Proposal



Post Office Maintenance Policy & Training – Ensure compliance with existing maintenance policy and procedures established by HQ Maintenance. Provides training to Field Maintenance and Post Office custodial staff to ensure adherence to policies and standards.

NEW JOB

Post Ofc Maintenance Shared Services - Proposal



Post Office Maintenance Shared Services - Responsible for the intake of work orders, monitoring workload, and assigning work to area and district support teams. Evaluates maintenance staffing needs, tracking and reporting out on maintenance activities. Will work with Facilities to establish new workflow procedures for intake and assignments of work orders. Oversees the inventory control system for maintenance supplies.

NEW JOB



Proposal Job Summary

Future Non-Bargaining Jobs

Function	Job Title	# Positions	Proposed Levels
Shared Services	Manager Retail & Post Office Operations Maintenance Support	1	EAS-25
	Retail & Post Office Operations Maintenance Support Specialist (Team Lead)	4	EAS-23
	Retail & Post Office Operations Maintenance Support Specialist	36	EAS-19 [Non-Exempt]
Programs, Policy & Evaluation	Manager Retail & Post Office Operations Maintenance Programs	1	V-02
	Retail & Post Office Operations Maintenance Program Specialist	2	EAS-25
Maintenance Operations	Communications Specialist (Business Unit)	1	EAS-23
	Manager Field Maintenance Operations (Area)	4	EAS-26
	Manager Field Maintenance Operations (District)	50	EAS-19
	Supervisor Field Maintenance Operations	1:16 Ratio	EAS-17

Proposed Supervisor Field Maintenance Operations Staffing Criteria

The Supervisor Field Maintenance Operations will be responsible for directly overseeing the bargaining positions assigned to the district field maintenance team. This supervisor position will report to the Manager Field Maintenance Operations (District) and will be earned based on the following criteria.

Proposed Staffing Criteria

Authorized using a 1:16 ratio of craft on-rolls. If district does not earn supervisor and bargaining employees are domiciled in more than one (1) location, a maximum of one (1) supervisor will awarded and authorized for the district.

MGR FIELD MAINT OPS (DISTRICT) (EAS-19)
OCCUPATION CODE: 2355-0050

~~Deleted:~~ RN
~~Deleted:~~ LEAD

FUNCTIONAL PURPOSE

~~Manages the provision of building and equipment maintenance services in retail and delivery facilities for a designated geographical area.~~

~~Deleted:~~ Manages for a performance cluster (PFC) the coordination and administration of building and building equipment maintenance activities to include supervision of an assigned group of Area Maintenance Technicians, Area Maintenance Specialists and other technical personnel; Evaluates, justifies, and requests subcontracting and coordination with the Facilities' Service Office as necessary.

DUTIES AND RESPONSIBILITIES

1. ~~Manages the activities of bargaining-unit maintenance employees in the completion of preventive and corrective maintenance of Customer Service and Sales equipment and facilities. In conjunction, may supervise a subordinate supervisor.~~

~~Deleted:~~ OPERATIONAL REQUIREMENTS¶
¶ This job is for authorization only at Lead Plants, some of which will have a Supervisor, Maintenance Operations assigned to assist the Manager Field Maintenance Operations (Lead) to share supervision of a large group of maintenance technicians. The Supervisor, Maintenance Operations may be domiciled at a strategic location outside the Lead Plant.¶

2. Plans and coordinates the scheduling, installation, monitoring, and follow-up related to maintenance of the full range of equipment that include delivery and collection box units, safes, and mail processing equipment. ~~Responsible for monitoring the costs of repair and installation of equipment to remain on budget.~~

~~Deleted:~~ Manages and directly supervises activities (at field offices within a performance cluster (PFC) area) of a small to large group of maintenance technicians, specialists, and other technically capable

3. ~~Manages the assignment of preventive and corrective work orders to maintenance employees, ensures work is recorded and monitored for completion and quality. Conducts field visits as needed to perform quality assurance checks.~~

~~Deleted:~~ Customer Service and Sales
~~Deleted:~~ Monitors costs.

4. Provides ~~technical~~ maintenance support to postmasters, including the evaluation of submittals for contract building and custodial maintenance. ~~Provides~~ technical guidance regarding building support requirements and the appropriate internal and external resources for providing building maintenance support.

~~Deleted:~~ Receives requests for field maintenance from the Facilities' Service Office and determines if maintenance activity can be provided by field maintenance employees. Assigns preventive and corrective work orders to maintenance employees, records and monitors work for completion. Directs craft when necessary to other offices to make repairs. Conducts field visits, as needed.

5. Establishes effective work team relationships between ~~installations and the facilities organization~~ to obtain and coordinate the resources necessary to meet work requirements and maintenance and operating standards.

~~Deleted:~~ <#>Prepares requests for subcontracting repairs in accordance with management instructions and Article 32 of the National Agreement when postal maintenance employees are unable to respond to a maintenance activity.¶

6. ~~Manages maintenance plans and schedules in compliance with maintenance policies and procedures, local and national contractual agreements, safety regulations, and energy conservation practices. Monitors work hours and makes adjustments as necessary to prevent and mitigate contractual liabilities such as Line H, Article 32, and TL-5 and TL-3 cleaning.~~

~~Deleted:~~ technical
~~Deleted:~~ completed
~~Deleted:~~ ; and
~~Deleted:~~ performance clusters and installation

7. ~~Coordinates with maintenance support services and human resources to maintain adequate staffing levels for assigned geographical area. Partners with maintenance support services and human resources on bid management and ensuring adherence to collective bargaining agreements for the timely filling of vacant positions. Proactively manages staffing levels to ensure optimal and consistent staffing levels.~~

~~Deleted:~~ Uses quantitative analytical tools to assist in the evaluation of trends in the performance of systems and equipment and the determination of the cause of unacceptable down time or quality problems.
~~Deleted:~~ Ensures that maintenance plans and schedules take into consideration established maintenance policies and procedures, as well as safety regulations, and energy conservation practices.

8. ~~Participates in building maintenance service projects to design, develop and implement process and program improvements, using continuous improvement tools and techniques.~~

~~Deleted:~~ Assists in establishing maintenance staffing requirements by advising facility managers and

Provides input leveraging maintenance knowledge to facilitate root cause analysis and the identification and design of applicable solutions.

9. Manages a large size group of bargaining-unit maintenance employees through a small to medium size group of subordinate supervisors.

SUPERVISION

Manager Field Maintenance Operations (Area)

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies for Non-Bargaining Positions.

REQUIREMENTS

1. Knowledge of building and equipment maintenance services, policies, and procedures, including preventive and corrective maintenance and repairs, assignment and tracking of work orders, MS-47 Housekeeping Postal Facilities and energy conservation practices, sufficient to explain them to others and answer questions about the operation.

2. Knowledge of national and local labor agreements related to building maintenance services, including job bidding, overtime, Line H compliance, and grievance-arbitration procedures, sufficient to recognize and reinforce actions that facilitate compliance.

3. Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.

4. Ability to investigate, troubleshoot and address preventive and corrective maintenance issues to ensure timely and effective maintenance of buildings and equipment and adhere to local maintenance plans and service standards.

5. Ability to monitor and evaluate programs for effectiveness, compliance with policies and procedures, and make recommendations for improvement.

6. Ability to coordinate work, maintain positive work relationships and interact with a team sufficient to complete assignments, including communicating orally and in writing and completing tasks independently.

7. Ability to supervise, including organizing and scheduling the work, establishing effective work relationships and communications, monitoring the work, and facilitating the flow of work-related information of bargaining unit employees.

8. Ability to use continuous improvement tools and techniques sufficient to identify opportunities and implement solutions to enhance systems and processes.

Deleted: Provides maintenance technical guidance to facility activation and deactivation committees to ensure that facility and equipment are adequately supported.

Deleted: <#>Assists with maintenance technical support during site preparation for automation by evaluating facility, equipment, and maintenance support requirements.¶

Deleted: Manager, Maintenance (Lead)

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Deleted: Knowledge of maintenance support issues and technology for systems and equipment that support mail processing, customer services, and facility operations, including safety and energy conservation practices.

Deleted: Ability to provide technical advice and training for building and equipment field maintenance program activities.

Deleted: Ability to manage the planning of preventive and corrective maintenance and project work.

Deleted: Ability to prepare maintenance contract specifications, evaluate proposals, and ensure compliance with control specifications.

Deleted: Ability to manage requested repair and maintenance work, including evaluation of requests, work coordination, and monitoring of effectiveness of the work.

Deleted: Ability to evaluate effectiveness of maintenance operations and to make recommendations for improvement.

Deleted: Ability to ensure performance of local maintenance plan.

Deleted: Ability to monitor, evaluate, and take corrective action for performance of systems and equipment.

Deleted: <#>Ability to manage the work of people to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.¶

Deleted: Ability to manage the preparation and administration of budgets, including staffing requirements.

MGR FIELD MAINT OPRNS (LEAD) (EAS-19)
OCCUPATION CODE: 2355-0050

FUNCTIONAL PURPOSE

Manages for a performance cluster (PFC) the coordination and administration of building and building equipment maintenance activities to include supervision of an assigned group of Area Maintenance Technicians, Area Maintenance Specialists and other technical personnel; Evaluates, justifies, and requests subcontracting and coordination with the Facilities' Service Office as necessary.

OPERATIONAL REQUIREMENTS

This job is for authorization only at Lead Plants, some of which will have a Supervisor, Maintenance Operations assigned to assist the Manager Field Maintenance Operations (Lead) to share supervision of a large group of maintenance technicians. The Supervisor, Maintenance Operations may be domiciled at a strategic location outside the Lead Plant.

DUTIES AND RESPONSIBILITIES

1. Manages and directly supervises activities (at field offices within a performance cluster (PFC) area) of a small to large group of maintenance technicians, specialists, and other technically capable employees in the completion of preventive and corrective maintenance of Customer Service and Sales equipment and facilities. In conjunction, may supervise a subordinate supervisor.
2. Plans and coordinates the scheduling, installation, monitoring, and follow-up related to maintenance of the full range of Customer Service and Sales equipment that include delivery and collection box units, safes, and mail processing equipment. Monitors costs.
3. Receives requests for field maintenance from the Facilities' Service Office and determines if maintenance activity can be provided by field maintenance employees. Assigns preventive and corrective work orders to maintenance employees, records and monitors work for completion. Directs craft when necessary to other offices to make repairs. Conducts field visits, as needed.
4. Prepares requests for subcontracting repairs in accordance with management instructions and Article 32 of the National Agreement when postal maintenance employees are unable to respond to a maintenance activity.
5. Provides maintenance technical support to postmasters, including the evaluation of completed submittals for contract building and custodial maintenance; and technical guidance regarding building support requirements and the appropriate internal and external resources for providing building maintenance support.
6. Establishes effective work team relationships between performance clusters and installation to obtain and coordinate the resources necessary to meet work requirements and maintenance and operating standards.

7. Uses quantitative analytical tools to assist in the evaluation of trends in the performance of systems and equipment and the determination of the cause of unacceptable down time or quality problems.
8. Ensures that maintenance plans and schedules take into consideration established maintenance policies and procedures, as well as safety regulations, and energy conservation practices.
9. Assists in establishing maintenance staffing requirements by advising facility managers and postmasters of equipment and building maintenance requirements. 10. Provides maintenance technical guidance to facility activation and deactivation committees to ensure that facility and equipment are adequately supported. 11. Assists with maintenance technical support during site preparation for automation by evaluating facility, equipment, and maintenance support requirements.

SUPERVISION

Manager, Maintenance (Lead)

SELECTION METHOD

See Handbook EL-312, Section 740 ? Selection Policies for Non-Bargaining Positions.

REQUIREMENTS

1. Knowledge of maintenance support issues and technology for systems and equipment that support mail processing, customer services, and facility operations, including safety and energy conservation practices.
2. Ability to provide technical advice and training for building and equipment field maintenance program activities.
3. Ability to manage the planning of preventive and corrective maintenance and project work.
4. Ability to prepare maintenance contract specifications, evaluate proposals, and ensure compliance with control specifications.
5. Ability to manage requested repair and maintenance work, including evaluation of requests, work coordination, and monitoring of effectiveness of the work.
6. Ability to evaluate effectiveness of maintenance operations and to make recommendations for improvement.
7. Ability to ensure performance of local maintenance plan.
8. Ability to monitor, evaluate, and take corrective action for performance of systems and equipment.
9. Ability to manage the work of people to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.

10. Ability to manage the preparation and administration of budgets, including staffing requirements.

SUPV FIELD MAINTENANCE OPS (EAS-17)
OCCUPATION CODE: 2355-XXXX

FUNCTIONAL PURPOSE

Supervises bargaining unit employees providing building and equipment maintenance services to Postal retail and delivery facilities.

DUTIES AND RESPONSIBILITIES

1. Supervises building and equipment maintenance operations. Assigns and tracks maintenance work orders. Determines the number of resources required to perform work at local sites. Conducts site visits to evaluate work and ensure timeliness and quality of service. Establishes and adheres to local maintenance plans for preventive and corrective maintenance. Provides input to maintenance staffing packages.
2. Coordinates work operations across multiple retail and delivery facilities. Maintains constant communications and builds relationships with diverse groups to coordinate work and foster a positive and collaborative work environment.
3. Supervises bargaining unit employees and assigns work to maximize operational efficiency. Provides training and monitors performance. Ensures overtime usage adheres to applicable local and national contractual agreements and Postal policy. Conducts daily team meetings, stand up talks, and implements Operational Excellence Daily Management System with employees. Investigates grievances and responds to inquiries from union representatives.
4. Manages and records employee attendance and reinforces attendance control policies, to ensure accurate timekeeping and adherence to Postal policies and procedures.
5. Uses maintenance work order reports to identify and resolve deficiencies, such as staffing allocation and systemic and recurring maintenance issues. Provides regular status reports to leadership.
6. Monitors employees and the workplace to ensure safe and efficient work practices. Identifies safety and health hazards and takes action to resolve issues in a timely manner. Enforces zero tolerance policy for workplace violence and ensures threat assessment procedures are in place.

SUPERVISION

Manager Field Maintenance Operations (District)

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies for Non-Bargaining Positions.

REQUIREMENTS

1. Knowledge of building and equipment maintenance services, policies, and procedures, including preventive and corrective maintenance and repairs, assignment and tracking of work orders, MS-47 Housekeeping Postal Facilities and energy conservation practices, sufficient to explain them to others and answer questions about the operation.
2. Knowledge of the provisions of local and national bargaining unit agreements related to building maintenance services, including job bidding, overtime, Line H compliance, and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.

3. Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
4. Skill using computers sufficient to access data and generate reports.
5. Ability to investigate, troubleshoot and address preventive and corrective maintenance issues to ensure timely and effective maintenance of buildings and equipment and adhere to local maintenance plans and service standards.
6. Ability to read and interpret data reports and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
7. Ability to communicate orally and in writing to facilitate individual and group discussions, set work expectations, coordinate work, and document events such as grievances and accident investigations.
8. Ability to maintain composure, de-escalate potentially contentious situations, and foster positive work relationships in the midst of stressful conditions, disagreements and interpersonal conflicts.
9. Ability to adhere to applicable safety and health policies and practices and recognize potential safety issues sufficient to identify and reinforce actions to mitigate risks.

MGR FIELD MAINT OPS (AREA) EAS-26
OCCUPATION CODE: 2355-XXXX

FUNCTIONAL PURPOSE

Oversees the provision of building and equipment maintenance services in retail and delivery facilities for a large designated geographic area. Leads cross-functional projects to develop and implement new and enhanced systems, programs and processes.

DUTIES AND RESPONSIBILITIES

1. Manages the coordination and implementation of building and building equipment maintenance activities for a large designated geographic area through subordinate district field maintenance managers.
2. Manages the planning of preventive and corrective maintenance project work including the development of budgets and projecting inventory needs. Ensures adherence to maintenance plans and schedules, validates plans coincide with established maintenance policies and procedures, local and national contractual agreements, safety regulations, energy conservation, and sustainability efforts.
3. Develops and implements equipment logistics support plans to ensure the availability of replacement parts materials, and supplies using an inventory control system, in coordination with post office maintenance support services.
4. Collaborates cross-functionally to design, develop, plan and implement new and revised systems, programs and processes, using continuous improvement tools and techniques. Participates in work groups to plan and implement nationwide projects, working with multiple functions and across all levels of the organization.
5. Coordinates and communicates maintenance plans among postmasters, station managers and local maintenance operations staff or outside contractor. Coordinates work with Facilities organization responsible for contracting vendors for building repairs.
6. Monitors performance of staff work. Evaluates planned work estimates against actual performance. Ensures compliance with applicable Postal policies and procedures and local and national contractual agreements, including contractual liabilities such as Line H compliance, Article 32 and TL-5 and TL-3 cleaning.
7. Evaluates effectiveness of maintenance methods and procedures. Reviews the analysis of preventive maintenance routes and makes periodic inspections of the facility and equipment. Initiates improvements to optimize maintenance efficiency, resource utilization, and improve equipment and system reliability.
8. Coordinates with human resources to compile staffing packages and post and fill authorized vacant positions. Processes requisitions and bidding, including tracking and scheduling of candidates through screening, testing, selection, onboarding and training.
9. Oversees procurement, tracking and inventory of parts, tools, equipment, and supplies for building maintenance services of retail and delivery facilities. Ensures sufficient inventory and tracks inventory levels to monitor usage, identify trends and provide input for forecasting.

Forecasts inventory and supply needs and projects budget allocation, expenses and cost saving opportunities.

10. Manages a large size group of supervisors and bargaining-unit maintenance employees through a medium size group of subordinate managers.

SUPERVISION

Director Retail & Post Office Operations Maintenance

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies for Non-Bargaining Positions.

REQUIREMENTS

1. Knowledge of building and equipment maintenance services, policies, and procedures, including preventive and corrective maintenance and repairs, assignment and tracking of work orders, MS-47 Housekeeping Postal Facilities and energy conservation practices, sufficient to explain them to others and answer questions about the operation.
2. Knowledge of the provisions of local and national bargaining unit agreements related to building maintenance services, including job bidding, overtime, contractual liabilities such as Line H compliance, and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.
3. Knowledge of Postal policies and procedures related to hiring, staffing packages, scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
4. Ability to investigate, troubleshoot and address preventive and corrective maintenance issues to ensure timely and effective maintenance of buildings and equipment and adhere to local maintenance plans and service standards.
5. Ability to monitor and evaluate programs for effectiveness, compliance with policies and procedures, and make recommendations for improvement.
6. Ability to collaborate cross-functionally to coordinate work and develop and implement new and enhanced programs, policies and procedures.
7. Ability to manage work in adherence to plan, ensuring services are provided timely and in accordance with service standards, and work hours and expenses remain within budget.
8. Ability to supervise, including organizing and scheduling the work, establishing effective work relationships, monitoring the work, and facilitating the flow of work-related information of bargaining unit employees.
9. Green Belt Certification required.

MGR RETAIL & PO OPS MAINT PROGRAMS TB/MB-02
OCCUPATION CODE: XXXX-XXXX

FUNCTIONAL PURPOSE

Manages the development, update and maintenance of building and equipment maintenance programs, policies and procedures. Designs and coordinates the delivery of training and guidance to post office maintenance field and support services. Manages the development and enhancement of systems in support of post office maintenance field and support services processing. Evaluates programs, recommends changes, and manages cross-functional projects to develop and implement revisions and enhancements to improve productivity in terms of efficiency, cost effectiveness and quality of building maintenance services.

DUTIES AND RESPONSIBILITIES

1. Manages the development, update and maintenance of building and equipment maintenance programs, policies and procedures. Ensures programs, policies and procedures are vetted with appropriate stakeholders and remain up-to-date and accessible to post office maintenance operations and support services personnel.
2. Designs and coordinates the development, update and maintenance of training, guidance and standard instructions to educate and reinforce compliance with maintenance building and equipment programs, policies and procedures. Manages projects in collaboration with HQ Maintenance, post office maintenance operations and support services to identify content and topics, solicit input and feedback, develop presentations and handouts, and coordinate implementation.
3. Collaborates cross-functionally to develop, update and implement building and equipment maintenance programs, policies and procedures. Works with HQ Maintenance, post office maintenance operations and support services to facilitate revisions and updates of policies, processes and related documentation.
4. Manages responses to audits and inquiries to ensure timely and accurate response. Reviews materials and information responsive to the request, including OIG, GAO audits and FOIA requests.
5. Provides guidance and clarification to field maintenance staff regarding building and equipment maintenance programs, policies and procedures. Interacts through oral and written communications to provide training and guidance, respond to inquiries, and research issues to determine appropriate guidance.
6. Manages projects to develop and enhance systems for building maintenance services including systems to assign and track maintenance work orders and procure and maintain inventory for parts, equipment, and supplies. Leads the development of system requirements. Coordinates work with information technology and contractors as appropriate to develop statements of work and decision analysis reports (DARs), define system requirements, and verify functionality of new and revised systems.
7. Establishes processes and methodologies to track, analyze and evaluate effectiveness of post office maintenance programs, policies and procedures. Identifies opportunities and implements

changes to improve productivity in terms of efficiency, cost effectiveness and quality of building maintenance services, using continuous improvement tools and techniques.

8. Establishes and reinforces bargaining and non-bargaining staffing criteria for post office maintenance services. Coordinates with HQ maintenance and human resources to verify, update and adjust criteria to align with workload. Ensures compliance with applicable regulations, policies, and national labor agreements.
9. Fosters relationships with business partners and stakeholders to facilitate the conceptualization, design and implementation of new and revised programs, policies and procedures to achieve organizational goals.
10. Manages the activities of a small group of professional employees. Administers work assignments, monitors progress, evaluates performance, and provides continuous direction and guidance.

SUPERVISION

Director Retail & Post Office Operations Maintenance

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies for Non-Bargaining Positions.

REQUIREMENTS

1. Knowledge of building maintenance service programs, policies and procedures sufficient to provide guidance and instruction to others.
2. Knowledge of the provisions of local and national bargaining unit agreements related to building maintenance services, including job bidding, overtime, and Line H liabilities, sufficient to recognize and reinforce actions that facilitate compliance.
3. Ability to manage cross-functional projects from planning, through design and implementation.
4. Ability to develop and implement new and updated policies and procedures to improve efficiency and effectiveness while ensuring compliance with contractual and regulatory obligations.
5. Ability to develop and implement communications and training materials to educate field personnel on existing, new and revised programs, policies and procedures.
6. Ability to develop system requirements to fulfill organizational needs and conduct customer acceptance testing to ensure system functionality.
7. Ability to analyze and interpret data to track processes, report status and provide insights to inform decisions regarding process improvements.
8. Ability to establish and maintain effective work relationships with employees and internal customers at all levels of the headquarters and field organization, including working effectively as a member of a team.

9. Ability to develop presentations and briefings to explain technical information to non-technical personnel at all levels of the organization.
10. Ability to collaborate cross-functionally to coordinate work and develop and implement new and enhanced programs, policies and procedures.
11. Green Belt Certification required.

RETAIL & PO OPS MAINT PROG SPEC EAS-25
OCCUPATION CODE: 2355-XXXX

FUNCTIONAL PURPOSE

Develops, updates and maintains building and equipment maintenance programs, policies and procedures. Provides training and guidance to post office maintenance field and support services. Develops and updates systems in support of post office maintenance field and support services processing. Evaluates programs, recommends changes, and works collaboratively to develop and implement revisions and enhancements to improve productivity in terms of efficiency, cost effectiveness and quality of building maintenance services.

DUTIES AND RESPONSIBILITIES

1. Develops, updates and maintains building and equipment maintenance programs, policies and procedures. Ensures programs, policies and procedures are vetted with all relevant stakeholders and remain up-to-date and accessible to post office maintenance operations and support services personnel.
2. Develops, updates and maintains training, guidance and standard instructions to educate and reinforce compliance with maintenance building and equipment programs, policies and procedures. Writes communications for a variety of audiences and all levels of the organization, including memoranda, instructions, reports and presentations. Works with HQ Maintenance, post office maintenance operations and support services to identify content and topics, solicit input and feedback, develop presentations and handouts, and coordinate implementation.
3. Collaborates cross-functionally to develop, update and implement building and equipment maintenance programs, policies and procedures. Works with HQ Maintenance, post office maintenance operations and support services to facilitate revisions and updates of policies, processes and related documentation.
4. Responds to audits and inquiries, including conducting research and gathering information. Coordinates cross-functionally to compile, prepare and finalize materials and information responsive to the request, including OIG, GAO audits and FOIA requests.
5. Provides guidance and clarification to field maintenance staff regarding building and equipment maintenance programs, policies and procedures. Interacts through oral and written communications to provide training and guidance, respond to inquiries, and research issues to determine appropriate guidance.
6. Develops system requirements to develop and update new and existing systems for building and equipment maintenance operations, including systems to assign and track maintenance work orders and procure and maintain inventory for parts, equipment, and supplies. Works with information technology and contractors as appropriate to define system requirements, conduct customer acceptance testing and verify functionality of new and revised systems.
7. Analyzes and evaluates post office maintenance programs, policies and procedures to identify opportunities to improve productivity in terms of efficiency, cost effectiveness and quality of building maintenance services, using continuous improvement tools and techniques.

8. Establishes and reinforces bargaining and non-bargaining staffing criteria for post office maintenance services. Coordinates with HQ maintenance and human resources to verify, update and adjust criteria to align with workload. Ensures compliance with applicable regulations, policies, and national labor agreements.

SUPERVISION

Manager Retail & Post Office Operations Maintenance Programs

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies for Non-Bargaining Positions.

REQUIREMENTS

1. Knowledge of building maintenance service programs, policies and procedures sufficient to provide guidance and instruction to others.
2. Knowledge of the provisions of local and national bargaining unit agreements related to building maintenance services, including job bidding, overtime, and contractual requirements such as Line H liabilities, sufficient to recognize and reinforce actions that facilitate compliance.
3. Ability to communicate in writing sufficient to develop policy, training documents and formal responses to internal and external audiences.
4. Ability to develop presentations and briefings to explain technical information to non-technical personnel at all levels of the organization.
5. Ability to communicate orally at a level sufficient to provide guidance, present technical information, instruct employees in procedures and coordinate activities of others.
6. Ability to analyze and interpret data to glean insights, make recommendations and inform decisions related to systems, programs and process improvements.
7. Ability to manage projects, which includes developing plans and timelines, organizing and assigning work activities, monitoring progress, and providing technical guidance and feedback.
8. Ability to monitor and evaluate programs, identify deficiencies and underlying problems, and make suggestions for improvements.
9. Ability to use continuous improvement tools and techniques sufficient to identify opportunities and implement solutions to enhance systems and processes.

RETAIL & PO OPS MAINT SUPPT SPEC (TL) EAS-23
OCCUPATION CODE: 2355-XXXX

FUNCTIONAL PURPOSE

Manages a team responsible for the intake, prioritization, and assignment of building maintenance requests for retail and delivery facilities within a designated geographical area. Monitors the progress of assigned work orders and makes process improvement recommendations to management to improve operational effectiveness.

DUTIES AND RESPONSIBILITIES

1. Serves as a team leader, providing guidance to team members responsible for the intake, prioritization, and assignment of maintenance requests for retail and delivery facilities nationwide. Assists team members with technical issues or problems with work assignments.
2. Collaborates with post office maintenance operations to manage the assignment of work orders and monitors the progress of assigned work for building maintenance requests. Addresses issues that are escalated for resolution. Collaborates with Facilities for requests that require contract resources.
3. Provides guidance for scheduling and execution of maintenance work orders to achieve site specific and geographical goals. Ensures activities are performed in accordance with established policies, procedures and guidelines.
4. Manages tool and parts allocation through an inventory control system for the issuance of parts, tools, equipment, and supplies. Tracks and monitors the inventory budget for a designated geographical area to identify purchase and ordering trends. Provides technical guidance to post office maintenance staff on inventory management and supplies purchasing for retail and delivery facilities.
5. Provides guidance on the process to submit work orders. Monitors work orders to identify duplicate requests and common trends. Evaluates the progress of work orders and makes recommendations to improve operational effectiveness. Leads and implements process improvements to enhance productivity and efficiencies of maintenance resources.
6. Serves as a subject matter expert for contractual liability clauses. Works with team members and management to identify processes that are not in compliance with contractual obligations such as Line H liability, Article 32, TL-5 and TL-3 cleaning. Makes real time adjustments to mitigate impacts and recommends improvements in processes to avoid future liabilities.
7. Manages the day-to-day workload of team members. Monitors work results and provides instruction and guidance to ensure work is completed timely and effectively. Manages performance and provides training and development opportunities for employees.
8. Participates in special assignments to develop, update and enhance building maintenance program and policy updates. Conducts analyses on work orders, work hours and inventory usage, identifies trends and opportunities, and provides recommendations for improvements based on analysis and work experience, using continuous improvement tools and techniques.

SUPERVISION

Manager Retail & Post Office Operations Maintenance Support

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies for Non-Bargaining Positions.

REQUIREMENTS

1. Knowledge of building maintenance service programs, policies and procedures sufficient to ensure work is assigned properly and performed in accordance with policies and procedures.
2. Knowledge of the provisions of local and national bargaining unit agreements related to building maintenance services, including job bidding, overtime, and Line H liabilities, sufficient to recognize and reinforce actions that facilitate compliance.
3. Ability to read and interpret building maintenance work orders sufficient to determine resource needs.
4. Ability to analyze reports to determine trends and systemic issues sufficient to identify recurring issues to make recommendations and inform continuous improvement initiatives.
5. Ability to coordinate work, maintain positive work relationships and interact with a team sufficient to complete assignments, including communicating orally and in writing and completing tasks independently.
6. Skill using an inventory control system to order and maintain supplies and equipment, including initiating purchases, tracking order status and generating reports.
7. Ability to use continuous improvement tools and techniques sufficient to identify opportunities and implement solutions to enhance systems and processes.

RETAIL & PO OPS MAINT SUPPT SPECIALIST EAS-19
OCCUPATION CODE: 2355-XXXX

FUNCTIONAL PURPOSE

Processes and assigns building maintenance service work orders for retail and delivery facilities in assigned districts. Tracks, orders, and issues parts, tools, equipment and supplies using an inventory control system. Provides training and guidance regarding maintenance programs, policies and procedures.

DUTIES AND RESPONSIBILITIES

1. Assigns work orders based on policies, standards and guidelines. Receives and documents building maintenance service work orders for retail and delivery facilities. Determines resource needs for work orders. Tracks and reports status of work orders.
2. Coordinates with post office maintenance operations to assign work orders, monitor workload and make adjustments to mitigate potential contractual liabilities, such as Line H liabilities, Article 32 and TL-5 and TL-3 cleaning. Reviews, tracks and reports work hours and status of contractual liabilities.
3. Coordinates with post office maintenance operations and human resources to post and fill positions. Collects and submits data for eMARS staffing packages to determine staffing. Evaluates staffing against standard criteria and initiates filling of positions when needed.
4. Provides training and instruction to post office maintenance managers and supervisors regarding building maintenance service programs, policies and procedures, including work order processing, inventory procurement, and contractual liabilities.
5. Submits work order requests for contractor to Facilities. Determines whether to assign work orders to contractors, based on established policies and guidance. Initiates Article 32 activities to facilitate contractor work assignments.
6. Orders parts, tools, equipment and supplies as needed through designated inventory control system. Coordinates with post office maintenance operations to track usage of parts, tools, equipment and supplies and identify when to reallocate and initiate purchases. Utilizes inventory tracking system to order and reallocate equipment, supplies and materials.
7. Manages vehicle fleet for retail and post office maintenance staff. Tracks vehicles and submits and monitors requests for vehicle maintenance and repair.
8. Generates reports providing tracking and status updates on building maintenance services. Provides work hour reports to monitor downtime and track contractual liabilities; inventory reports to track usage and availability of parts, tools, equipment and supplies; work order status reports to monitor productivity, efficiency and cost effectiveness.

SUPERVISION

Manager Retail & Post Office Operations Maintenance Support

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies for Non-Bargaining Positions.

REQUIREMENTS

1. Knowledge of building maintenance service programs, policies and procedures sufficient to provide guidance and instruction to others.
2. Ability to read and interpret building maintenance work orders sufficient to determine resource needs.
3. Ability to work independently to perform work in accordance with established policies, procedures and guidance.
4. Ability to communicate orally at a level sufficient to provide guidance, present technical information, instruct employees in procedures and coordinate activities of others.
5. Skill using computers to query databases, enter data and generate reports.
6. Ability to read and interpret numeric reports sufficient to monitor work hours and inventory usage, including performing basic mathematical computations.

COMMUNICATIONS SPECIALIST (BUSINESS UNIT) (EAS-23)
OCCUPATION CODE: 1082-XXXX

FUNCTIONAL PURPOSE

Develops communication strategies and plans for assigned functional business unit. Drafts, edits, finalizes and publishes communication media for channels including memoranda, presentations, newsletters, and training, in support of functional unit goals and objectives.

DUTIES AND RESPONSIBILITIES

1. Develops communication strategies and plans to facilitate the education and promotion of functional unit vision, mission, objectives, policies, programs and policies. Attends leadership, planning, and staff meetings to ensure understanding of functional goals and objectives and identify opportunities for leveraging enhanced communications.
2. Provides communications support to functional leaders and stakeholders on a variety of communication initiatives and media. Facilitates the planning and development of communication plans in support of functional goals and objectives. Coordinates with multiple stakeholders to assemble information and materials; draft briefings, articles and summaries; facilitate review, editing and clearance; and ensure adherence to publication timelines.
3. Writes oral and written communications for use in memoranda, presentations, publications and other communications media and channels to enhance and promote functional unit messaging and education to internal stakeholders at all levels of the organization and external stakeholders.
4. Develops presentations, executive summaries and other communications to provide briefings and updates to and from leadership, including recurring staff meetings, town hall meetings, leadership briefings, etc.
5. Updates, maintains and distributes regular communications to functional unit, including change notifications, program introductions and updates, newsletters and other recurring media channels. Manages consolidation, drafting, editing and clearance of content and materials. Continually shares information and messaging throughout the functional unit to reinforce multi-directional communications and enhance employee engagement.
6. Supports policy and program developers by facilitating the drafting and updating of official policies, procedures, and standard operating procedures. Collaborates with policy and program specialists to develop training and communications to disseminate educational updates and instructions regarding new and updated policies, procedures, and standards.
7. Coordinates the gathering of information and drafting responses to inquiries from the Government Accountability Office (GAO), Office of Inspector General (OIG), unions and other internal and external stakeholders.

8. Plans and coordinates functional meetings and events. Coordinates with functional leaders, key stakeholders, and contractors as appropriate to plan agendas, location, logistical arrangements, presentations and other support materials.
9. Designs visual composition of graphics and text for presentations, reports, and other communications to enhance messaging and visual impact of communications.

SUPERVISION

Manager of unit to which assigned

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies for Nonbargaining Positions

REQUIREMENTS

1. Knowledge of journalism or communications and standard writing style manual guidelines sufficient to draft articles and communications in accordance with guidelines.
2. Ability to develop communication plans and strategies to support business unit goals and objectives.
3. Ability to develop, write and edit articles, and feature, promotional, and informational material under tight deadlines.
4. Ability to develop presentations and executive briefings to convey organizational goals, strategies, and objectives.
5. Ability to coordinate media development and implementation projects, including planning, determining requirements, coordinating the work of others, and monitoring progress.
6. Ability to review and edit media for internal and external audiences, to ensure accuracy, comprehensiveness and applicability to intended audience.
7. Skill using visual design software to incorporate impactful graphics and visual compositions into presentations, functional communications and other media channels.