



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

*National Headquarters*  
1727 KING STREET, SUITE 400  
ALEXANDRIA, VA 22314-2753  
(703) 836-9660

*Office of  
National President*

**IVAN D. BUTTS**  
1727 King St., Suite 400  
Alexandria, VA 22314-2753  
OFFICE – 703 836-9660  
FAX – 703-836-9665  
E-MAIL – naps.ib@naps.org

September 15, 2022

Mr. James Timmons  
Labor Relations Policy Administration  
United States Postal Service  
475 L'Enfant Plaza SW Room 9426  
Washington, DC 20260-4101

Dear James,

I hope this letter finds you well. Thank you for scheduling and conducting the briefing on the process surrounding the letter received from Bruce Nicholson, Manager, Labor Relations Policy Administration, dated August 30, 2022, received via email August 31, 2022 concerning "Proposed Changes to Customer Relations Coordinator" positions.

NAPS is satisfied with the USPS responses to the following questions that were presented during this briefing on the workload analysis and matrix that was used to determine this staffing.

The questions were:

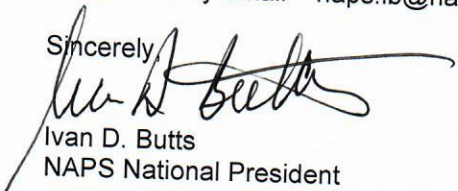
- What are the point values of the four factors that makes up the standardized workload scores? Example; What is the point value of a C360 request?
- How are these factors being scores?
- What is the work analysis that led to the development of the standardized workload? NAPS is requesting a copy of the work analysis that was used to develop the standardized workload.

NAPS does note and acknowledge that this initiative will create a few additional EAS position as stated by the USPS.

NAPS also reiterates, that the closing statement in the initial notice "The changes to the position description, criteria and staffing allocation are proposed pursuant to Title 39 U.S. Code § 1004 (d)", was made excluding the acknowledgement that NAPS was not afforded it rights under 39 U.S. Code § 1004 (b).

NAPS thanks you for the meeting and discussion on this initiative in more detail. NAPS has no issues with this initiation as presented. Please feel free to call me on (703) 836-9660 (work) or (484) 432-8162 (cell) at any time. I can also be reached at my email – naps.ib@naps.org.

Sincerely,

  
Ivan D. Butts  
NAPS National President

RECEIVED

SEP 14 2022

LABOR RELATIONS



September 9, 2022

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

Dear Mr. Butts:

This is in response to your September 6 correspondence and request for a briefing concerning the proposed changes to the Customer Relations Coordinator (CRC). The proposal on the CRC position was proposed to you on August 31.

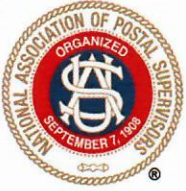
A briefing has been scheduled for Wednesday, September 14 at 9:00am. A ZOOM invitation will be sent to your attention prior to the meeting.

Please contact James Timmons if you have any questions concerning this proposal.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson", written over the word "Sincerely,".

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration



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September 6, 2022

Mr. James Timmons  
Labor Relations Policy Administration  
United States Postal Service  
475 L'Enfant Plaza SW Room 9426  
Washington, DC 20260-4101

Dear James,

I hope this letter finds you well. This communication is to request a briefing in response to the letter received from Bruce Nicholson, Manager, Labor Relations Policy Administration, dated August 30, 2022, received via email August 31, 2022 concerning "Proposed Changes to Customer Relations Coordinator" positions.

NAPS is requesting a briefing on this responsibility shift that will affect how Customer Relations Coordinators are utilized. Specifically, NAPS has some questions on the workload analysis and matrix that was used to determine this staffing.

Some of the questions are:

- What are the point values of the four factors that makes up the standardized workload scores? Example; What is the point value of a C360 request?
- How are these factors being scores?
- What is the work analysis that led to the development of the standardized workload? NAPS is requesting a copy of the work analysis that was used to develop the standardized workload.

NAPS would also like to note, that the closing statement "The changes to the position description, criteria and staffing allocation are proposed pursuant to Title 39 U.S. Code § 1004 (d)", was made excluding the acknowledgement that NAPS was not afforded it rights under 39 U.S. Code § 1004 (b).

We look forward to meeting with you to discuss this initiative in more detail. Please feel free to call me on (703) 836-9660 (work) or (484) 432-8162 (cell) at any time. I can also be reached at my email – naps.ib@naps.org.

Sincerely,

  
Ivan D. Butts  
NAPS National President

cc:



August 30, 2022

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

Dear Mr. Butts:

The Postal Service is shifting the responsibility for the management of the Customer Relations Coordinator from local Postmasters to the Manager, Customer Relations within the Chief Customer & Marketing Office.

There has been variation across post offices in how Customer Relations Coordinators are utilized. Therefore, centralizing the responsibility for these positions will enhance the customer experience through better coordination of customer contact activities as well as standardization across the organization.

Additionally, modifications to the criteria for the following positions are proposed:

Customer Relations Coordinator	EAS-17	2345-5035
Customer Relations Specialist (District)	EAS-19	2370-0671

The criteria for the Customer Relations Coordinator and the Customer Relations Specialist and the Customer Relations Specialist will consist of a standardized workload model comprised of four factors:

- Number of C360 service requests (40%)
- Number of congressional and Postal Customer Councils (30%)
- Number of total possible deliveries (10%)
- Number of Business Service Network requests (20%)

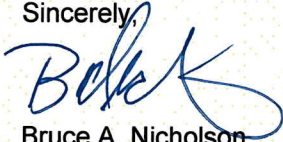
Resources are proposed to be allocated per standardized workload scores:

Minimum	Maximum	Customer Relations Coordinator EAS-17 Earned	Customer Relations Specialist EAS-19 Earned
187.00	203.00	4	1
135.00	186.99	3	1
102.00	134.99	2	0

Enclosed are the current positions descriptions for the referenced positions and proposed changes to the Customer Relations Coordinator. Also enclosed is a summary of the changes and current and proposed staffing. The changes to the position description, criteria and staffing allocations are proposed pursuant to Title 39 U.S. Code §1004 (d).

Please contact James Timmons if you have any questions concerning this proposal.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce A. Nicholson", with a stylized flourish at the end.

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosures