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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 updates to the following job descriptions under Maintenance:

Maintenance

- 1640-7037 Manager Maintenance EAS-25
- 2355-0019 Manager Maintenance EAS-24
- 2355-0054 Manager Maintenance EAS-23
- 2355-0020 Manager Maintenance EAS-22
- 2355-0023 Manager Maintenance EAS -21
- 1640-7040 Manager Maintenance EAS -19
- 2355-0027 Manager Maintenance Operations EAS-23
- 2355-0051 Manager Maintenance Operations EAS-22
- 2355-0028 Manager Maintenance Operations EAS-21
- 2355-0055 Manager Maintenance Operations EAS-20
- 2355-0010 Supervisor Maintenance Operations EAS-17

The proposed changes were developed based on results of job analysis studies and consultation with incumbents and their managers.

The changes to the above job descriptions are proposed pursuant to Title 39 U.S. Code § 1004.

Enclosed are the proposed job descriptions, one with and one without changes identified.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,



James Lloyd
Director (A)
Labor Relations Policies and Programs

Enclosures

SUPV MAINTENANCE OPERATIONS (EAS-17)
OCCUPATION CODE: 2355-0010

FUNCTIONAL PURPOSE

Supervises craft employees providing maintenance and/or custodial services at a Postal mail processing or logistics facility, an assigned group of building and equipment maintenance and custodial activities at a mail processing center/facility or Post Office, or supervises an assigned group of area maintenance technicians, area maintenance specialists, and other technical staff to support field maintenance activities.

DUTIES AND RESPONSIBILITIES

1. Supervises all maintenance operations. Monitors performance of employees and reviews maintenance reports for accuracy and adherence to policy, standards, and regulations; reviews and ensures that work assignments are completed satisfactorily. Prioritizes and develops advanced planning, and adjusts maintenance activities to align with operational needs. Determines the cause of failures to systems and equipment and makes recommendations.
2. Supervises maintenance craft employees and assigns work to maximize operational efficiency. Conducts employee observations to monitor and evaluate performance. Ensures that maintenance employees are properly trained. Participates in hiring and promotion activities and ensures compliance with Postal policies, and contractual agreements. Conducts daily team meetings and stand-up talks. Investigates accidents and grievances, takes corrective action, and meets with union representatives to respond to inquiries and resolve disagreements.
3. Uses Computerized Maintenance Management System (CMMS) to oversee scheduling, staffing, and the issuing of parts, tools, equipment, and supplies to ensure adherence to policies and procedures.
4. Coordinates work operations across multiple functional areas and tours, including plant operations. Maintains constant communications and builds relationships with diverse groups to coordinate work and foster a positive work environment.
5. Manages employee attendance, leave, and reinforces attendance control policies, to ensure accurate timekeeping and adherence to Postal policies and procedures (e.g., FMLA, Injury Compensation, USERRA).
6. Utilizes and compiles a variety of machine performance data and reports to identify and resolve deficiencies. Provides regular status reports to leadership.
7. Monitors employees and the workplace to ensure safe and efficient work practices. Ensures compliance with all safety related policies and programs. Identifies safety and health hazards, identifies strategies to mitigate future incidents, 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.
1. Supervises directly a group of electronic technicians, journeymen, mechanics and custodians in support of a processing and distribution center/facility, or supervises an

~~assigned group of area maintenance technicians, specialists, and/or other technical employees in support of field maintenance activities.~~

- ~~2. Supervises preventive and corrective maintenance activities related to mail processing equipment, buildings, and building systems. Determines the cause of failures to systems and equipment and makes recommendations.~~
- ~~3. Supervises the preparation of maintenance schedules; prioritizes and assigns work; ensures that work assignments are completed satisfactorily.~~
- ~~4. Ensures compliance with established maintenance standards; safety regulations, and energy conservation practices.~~
- ~~5. Coordinates available time for maintenance activities with the manager or supervisor responsible for the equipment or building.~~
- ~~6. Ensures that maintenance employees are properly trained.~~
- ~~7. Participates, as required, in local, area and national programs for testing, development, and evaluation of postal systems and equipment.~~
- ~~8. Meets with union representatives to resolve disagreements.~~

SUPERVISION

Manager Maintenance Operations or Manager of the assigned unit

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of maintenance and processing operations, policies and procedures, preventive and corrective maintenance, inventory control and procurement, including plumbing, mechanics, electricity, and electronics as they apply to the installation, maintenance, repair, and modification of buildings, building systems, and mail processing equipment.
2. Knowledge of Postal policies, procedures, systems, and applications related to scheduling and time and attendance activities.
3. Knowledge of the provisions of collective bargaining ~~unit~~ agreements related to maintenance operations, including overtime and ~~the~~ grievance arbitration procedure, sufficient to recognize and reinforce actions that facilitate compliance.
4. Ability to communicate orally and in writing to schedule, coordinate, and distribute work, facilitate individual and group discussions, set work expectations, and document events such as work order completions, grievances, and accident investigations.

5. Ability to read and interpret data reports, technical drawings, and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
6. Ability to manage and resolve conflicts, de-escalate potentially adverse ~~situations~~situations, and foster a harmonious work environment in the midst of stressful conditions, disagreements and interpersonal conflicts while maintaining professionalism.
7. Ability to investigate, troubleshoot and address maintenance issues to ensure optimal equipment performance while adhering to productivity goals and service standards.
8. Skill using computers including software applications and programs to access data, create and generate reports and schedules.
9. Knowledge of safety and health policies and practices sufficient to recognize potential safety issues, ensure compliance, and identify and reinforce actions to maintain a safe industrial work environment.
- ~~1. Knowledge of plumbing, mechanics, electricity, and electronics as they apply to the installation, maintenance, repair, and modification of buildings, building systems, and mail processing and customer service equipment.~~
- ~~2. —~~
- ~~3. Knowledge of policies, procedures, and practices related to preventive and corrective maintenance.~~
- ~~4. —~~
- ~~5. Knowledge of regulations and standards related to custodial maintenance, energy conservation, fire prevention, and safety.~~
- ~~6. —~~
- ~~7. Ability to read and interpret blueprints, schematics, and technical drawings and diagrams.~~
- ~~8. —~~
- ~~9. Ability to establish and implement a preventive maintenance schedule.~~
- ~~10. —~~
- ~~11. Ability to manage the work of electronic technicians, mechanics, and custodians to accomplish maintenance goals which will include organizing, coordinating, and monitoring the work; establishing effective work relationships, and facilitating the flow of work-related information.~~
- ~~12. —~~
- ~~13. Ability to coordinate maintenance and custodial activities with the activities of other functional areas.~~
- ~~14. —~~
- ~~15. Ability to prepare status reports on work performed.~~
- ~~16. —~~
- ~~Ability to estimate and forecast maintenance costs.~~

SUPV MAINTENANCE OPERATIONS (EAS-17)
OCCUPATION CODE: 2355-0010

FUNCTIONAL PURPOSE

Supervises craft employees providing maintenance and/ or custodial services at a Postal mail processing or logistics facility.

DUTIES AND RESPONSIBILITIES

1. Supervises all maintenance operations. Monitors performance of employees and reviews maintenance reports for accuracy and adherence to policy, standards, and regulations; reviews and ensures that work assignments are completed satisfactorily. Prioritizes and develops advanced planning, and adjusts maintenance activities to align with operational needs. Determines the cause of failures to systems and equipment and makes recommendations.
2. Supervises maintenance craft employees and assigns work to maximize operational efficiency. Conducts employee observations to monitor and evaluate performance. Ensures that maintenance employees are properly trained. Participates in hiring and promotion activities and ensures compliance with Postal policies, and contractual agreements. Conducts daily team meetings and stand-up talks. Investigates accidents and grievances, takes corrective action, and meets with union representatives to respond to inquiries and resolve disagreements.
3. Uses Computerized Maintenance Management System (CMMS) to oversee scheduling, staffing, and the issuing of parts, tools, equipment, and supplies to ensure adherence to policies and procedures.
4. Coordinates work operations across multiple functional areas and tours, including plant operations. Maintains constant communications and builds relationships with diverse groups to coordinate work and foster a positive work environment.
5. Manages employee attendance, leave, and reinforces attendance control policies, to ensure accurate timekeeping and adherence to Postal policies and procedures (e.g., FMLA, Injury Compensation, USERRA).
6. Utilizes and compiles a variety of machine performance data and reports to identify and resolve deficiencies. Provides regular status reports to leadership.
7. Monitors employees and the workplace to ensure safe and efficient work practices. Ensures compliance with all safety related policies and programs. Identifies safety and health hazards, identifies strategies to mitigate future incidents, 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 Maintenance Operations or manager of the assigned unit.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of maintenance and processing operations, policies and procedures, preventive and corrective maintenance, inventory control and procurement, including plumbing, mechanics, electricity, and electronics as they apply to the installation, maintenance, repair, and modification of buildings, building systems, and mail processing equipment.
2. Knowledge of Postal policies, procedures, systems, and applications related to scheduling and time and attendance activities.
3. Knowledge of the provisions of collective bargaining agreements related to maintenance operations, including overtime and the grievance arbitration procedure, sufficient to recognize and reinforce actions that facilitate compliance.
4. Ability to communicate orally and in writing to schedule, coordinate, and distribute work, facilitate individual and group discussions, set work expectations, and document events such as work order completions, grievances, and accident investigations.
5. Ability to read and interpret data reports, technical drawings, and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
6. Ability to manage and resolve conflicts, de-escalate potentially adverse situations, and foster a harmonious work environment in the midst of stressful conditions, disagreements and interpersonal conflicts while maintaining professionalism.
7. Ability to investigate, troubleshoot and address maintenance issues to ensure optimal equipment performance while adhering to productivity goals and service standards.
8. Skill using computers including software applications and programs to access data, create and generate reports and schedules.
9. Knowledge of safety and health policies and practices sufficient to recognize potential safety issues, ensure compliance, and identify and reinforce actions to maintain a safe industrial work environment.

MGR MAINTENANCE (EAS-19)
OCCUPATION CODE: [1640-70402335-xxxx](#)

FUNCTIONAL PURPOSE

Manages the maintenance, repair and modification of all equipment, buildings and related systems that support postal operations for assigned post offices and mail processing facilities.

OPERATIONAL REQUIREMENTS

This position is to be authorized in [post offices and](#) facilities with 51 or fewer authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings, and recommendations to stakeholders.
 2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
 3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
 4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
 5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
 6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
 7. Ability to use information and communications technology, software, and applications to create documents, charts, reports, and presentations for technical and non-technical audiences.
 8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.
 9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
 10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
 11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.
-
- ~~1. Ability to manage the maintenance, repair, and modification of all systems that support a facility's operations and its detached units.~~
 - ~~2. Ability to evaluate maintenance and repair operations.~~
 - ~~3. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.~~

MGR MAINTENANCE (EAS-19)
OCCUPATION CODE: 2335-xxxx

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in facilities with 51 or fewer authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing

9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.

MGR MAINTENANCE OPERATIONS (EAS-20)
OCCUPATION CODE: 2355-0055

FUNCTIONAL PURPOSE

Manages the maintenance operations on a tour at a facility; ensures maintenance activities and schedules are completed to support effective processing operations.
~~Manages all maintenance operations on a tour in a maintenance capable mail processing facility including building and mail processing equipment/systems and building services functions; coordinates maintenance operations with other tours.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities which typically have between 76 and 116 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance activities for mail processing machines, building equipment, and custodial maintenance during an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with Collective Bargaining Agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
3. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Observes real time conditions in the facility to identify and resolve any potential safety hazards, and provides assistance to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.

6. Analyzes machine performance and reports to support the scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays, PEAK). Reviews and ensures timely updates for open Maintenance Technical Support Center (MTSC) tickets regarding machine status.
7. Monitors completion of work and ensures compliance with Collective Bargaining Agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance with the National Agreement and applicable Memorandums of Understanding (MOUs).
 1. ~~Manages all building and equipment maintenance, repair and cleaning activities on an assigned tour and ensures that corrective action is taken in a timely fashion to improve equipment and system reliability.~~
 2. ~~Establishes plans and priorities for tour activities based on review of maintenance schedules; assigns routine and preventive maintenance work and coordinates special maintenance or repair requirements during the tour.~~
 3. ~~Conducts analysis and evaluates trends, using continuous improvement tools and techniques, to ensure the effective and efficient use of maintenance resources on the tour.~~
 4. ~~Manages a group of electronic technicians, mechanics and custodians through subordinate supervisors on an assigned tour. Manages the on-the-job training programs for maintenance employees.~~
 5. ~~Inspects and reviews maintenance and repair operations; recommends and implements improvements in procedures to increase maintenance effectiveness and equipment reliability.~~
 6. ~~Identifies negative trends in equipment and/or systems operations and coordinates implementation of maintenance solutions for the tour.~~
 7. ~~Participates in the preparation of plans and specifications for alteration and/or major repair to the facility, its equipment and systems; manages these activities on assigned tour.~~
 8. ~~Provides technical advice concerning the installation, modification, and repair of mechanized and automated mail processing and building systems equipment.~~
 9. ~~Develops contingency plans for maintenance operations on tour during emergency situations.~~
 10. ~~Manages the resolution of problems and complaints related to maintenance activities ensuring the effective and efficient use of maintenance resources during the assigned tour; coordinates responses with other tours.~~
 11. ~~Contacts equipment manufacturers, representatives and contractors to resolve maintenance problems on assigned tour.~~

SUPERVISION:

Manager of the facility to which assigned.
Manager, Maintenance

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and summarize status updates, accurately document work transactions, and reports for internal and external stakeholders.
 2. Knowledge of mechanical concepts, electronics, building plumbing and maintenance tools, techniques, and technical drawings sufficient to provide guidance to others on completing corrective or preventive maintenance actions on equipment and systems.
 3. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
 4. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
 5. Ability to manage the work performance of staff, including scheduling and timekeeping, evaluating performance against goals, evaluating and arranging training/travel, providing guidance, coaching, mentoring, and feedback, and building effective work relationships.
 6. Ability to observe, evaluate, and review operational conditions and performance data sufficient to identify opportunities for improvement of maintenance activities, plans, schedules, and facility needs.
 7. Ability to use information and communications technology, software, and applications to compile and analyze data, create correspondence, documents, and reports.
 8. Knowledge of Collective Bargaining Agreements, national and local Memorandum Of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.
 9. Knowledge of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations.
- ~~1. Knowledge of building and equipment maintenance methods and practices.~~
 - ~~2. —~~
 - ~~3. Knowledge of the national labor agreement and labor/ management issues.~~
 - ~~4. —~~
 - ~~5. Ability to manage the planning of preventive and corrective maintenance and project work.~~
 - ~~6. —~~
 - ~~7. Ability to establish plans and priorities for tour maintenance activities, including contingency plans for emergencies.~~
 - ~~8. —~~

- ~~9. Ability to evaluate maintenance and repair operations.~~
- ~~10.~~
- ~~11. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.~~
- ~~12.~~
- ~~13. Ability to manage the work of others to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.~~
- ~~14.~~
- ~~15. Ability to resolve maintenance problems with manufacturers and contractors.~~
- ~~16.~~
- ~~17. Ability to monitor, evaluate, and take corrective action for performance of systems and equipment.~~
- ~~18.~~
- ~~19. Knowledge of human resources policies and procedures at a level sufficient to oversee and coordinate an organizational unit's personnel functions.~~
- ~~20. Knowledge of quality and continuous improvement tools and techniques (e.g. Seven Basic Tools, Lean Six Sigma, etc.).~~

MGR MAINTENANCE OPERATIONS (EAS-20)
OCCUPATION CODE: 2355-0037

FUNCTIONAL PURPOSE

Manages the maintenance operations on a tour at a facility; ensures maintenance activities and schedules are completed to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities with 197 or more authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance activities for mail processing machines, building equipment, and custodial maintenance during an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with Collective Bargaining Agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
3. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Observes real time conditions in the facility to identify and resolve any potential safety hazards and provides assistance to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.
6. Analyzes machine performance and reports to support the scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays, PEAK). Reviews and

ensures timely updates for open Maintenance Technical Support Center (MTSC) tickets regarding machine status.

7. Monitors completion of work and ensures compliance with Collective Bargaining Agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance with the National Agreement and applicable Memorandums of Understanding (MOUs).

SUPERVISION

Manager of the facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and summarize status updates, accurately document work transactions, and reports for internal and external stakeholders.
2. Knowledge of mechanical concepts, electronics, building plumbing and maintenance tools, techniques, and technical drawings sufficient to provide guidance to others on completing corrective or preventive maintenance actions on equipment and systems.
3. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
4. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
5. Ability to manage the work performance of staff, including scheduling and timekeeping, evaluating performance against goals, evaluating and arranging training/travel, providing guidance, coaching, mentoring, and feedback, and building effective work relationships.
6. Ability to observe, evaluate, and review operational conditions and performance data sufficient to identify opportunities for improvement of maintenance activities, plans, schedules, and facility needs.
7. Ability to use information and communications technology, software, and applications to compile and analyze data, create correspondence, documents, and reports.
8. Knowledge of Collective Bargaining Agreements, national and local Memorandum Of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.
9. of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations.

MGR MAINTENANCE (EAS-21)
OCCUPATION CODE: 2355-0023

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

~~Manages the maintenance, repair and modification of all equipment, buildings and related systems that support postal operations for assigned post offices and mail processing facilities.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in ~~post offices and~~ facilities which typically have between 52 and 75 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and

resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to ensure an effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.

7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System (MIRS), MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and the allocation of resources to ensure machines are repaired and maintained properly.

- ~~1. Manages the maintenance, repair and modification of all systems and equipment that support the facility's operations and its detached units; manages the inspection of all buildings, systems, and equipment; ensures that corrective action is taken.~~
- ~~2. Manages the maintenance, repair, and alteration of all postal buildings within an assigned area.~~
- ~~3. Manages the maintenance safety and energy conservation programs; ensures that buildings and equipment comply with all federal safety standards; ensures that maintenance employees are trained in and comply with safety regulations.~~
- ~~4. Manages planning and maintenance control activities including the procurement and stocking of repair parts and supplies, planning and scheduling work, and maintaining service histories.~~
- ~~5. Identifies the need for contract services for maintenance, repair, or alterations; ensures that work is completed according to the terms of the contract.~~
- ~~6. Oversees the installation and testing of new or relocated equipment including site preparation.~~
- ~~7. Participates, as required, in local, area and national programs for testing, development, and evaluation of postal systems and equipment.~~
- ~~8. Manages the work of electronic technicians, journeymen, mechanics and custodians through a team of subordinate managers and supervisors.~~
- ~~9. Provides technical support to postmasters and supervisors in post offices related to the maintenance of postal buildings and equipment.~~
- ~~10. Provides input for facility's budget; controls costs within budget allocations.~~
- ~~11. Manages the cleaning of a postal facility and its detached units.~~

SUPERVISION

Manager of the post office or facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings, and recommendations to stakeholders.
 2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
 3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
 4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
 5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
 6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
 7. Ability to use information and communications technology, software, and applications to create documents, charts, reports, and presentations for technical and non-technical audiences.
 8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.
 9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
 10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
 11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.
- ~~1. Ability to manage the maintenance, repair, and modification of all systems that support a facility's operations and its detached units.~~

- ~~2. Ability to evaluate maintenance and repair operations.~~
- ~~3. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.~~
- ~~4. Ability to manage safety and energy conservation programs.~~
- ~~5. Ability to manage maintenance, planning and control activities, including maintaining records, scheduling work, and stocking supplies.~~
- ~~6. Ability to manage contract services.~~
- ~~7. 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.~~
- ~~8.1. Ability to manage the installation and testing of new or relocated equipment.~~

MGR MAINTENANCE (EAS-21)
OCCUPATION CODE: 2355-0023

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in facilities which typically have between 52 and 75 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing

Operations) to ensure effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.

7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System [MIRS], MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and allocation of resources to ensure machines are repaired and maintained properly.

SUPERVISION

Manager of the facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings, and recommendations to stakeholders.
2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
7. Ability to use information and communications technology, software, and applications to create documents, charts, reports, and presentations for technical and non-technical audiences.
8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.

9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.

MGR MAINTENANCE OPERATIONS (EAS-21)
OCCUPATION CODE: 2355-0028

FUNCTIONAL PURPOSE

Manages the maintenance operations on a tour at a facility; ensures maintenance activities and schedules are completed to support effective processing operations.
~~Manages all maintenance operations on a tour in a maintenance capable mail processing facility including building equipment, mail processing equipment and systems, and building services functions; coordinates maintenance operations with other tours.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities which typically have between 117 and 156 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance activities for mail processing machines, building equipment, and custodial maintenance during an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with Collective Bargaining Agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
3. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Observes real time conditions in the facility to identify and resolve any potential safety hazards and provides assistance to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.

6. Analyzes machine performance and reports to support scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays, PEAK). Reviews and ensures timely updates for open Maintenance Technical Support Center (MTSC) tickets regarding machine status.
7. Monitors completion of work and ensures compliance with collective bargaining agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance with the National Agreement and applicable Memorandums of Understanding (MOUs).
1. ~~Manages all building and equipment maintenance, repair and cleaning activities on an assigned tour and ensures that corrective action is taken in a timely fashion to improve equipment and system reliability.~~
2. ~~Establishes plans and priorities for tour activities based on review of maintenance schedules; assigns routine and preventative maintenance work and coordinates special maintenance or repair requirements during the tour.~~
3. ~~Conducts analysis and evaluates trends, using continuous improvement tools and techniques, to ensure the effective and efficient use of maintenance resources on the tour.~~
4. ~~Manages a group of electronic technicians, mechanics and custodians through a group of subordinate supervisors on an assigned tour. Manages on the job training program for maintenance employees.~~
5. ~~Inspects and reviews maintenance and repair operations; recommends and implements improvements in procedures to increase maintenance effectiveness and equipment reliability.~~
6. ~~Identifies negative trends in equipment and/or systems operations and coordinates implementation of maintenance solutions for the tour~~
7. ~~Participates in the preparation of plans and specifications for alteration and/or major repair to the facility, its equipment and systems; manages these activities on assigned tour.~~
8. ~~Provides technical advice concerning the installation, modification, and repair of mechanized and automated mail processing and building systems equipment.~~
9. ~~Develops contingency plans for maintenance operations on tour during emergency situations.~~
10. ~~Manages the resolution of problems and complaints related to maintenance activities ensuring the effective and efficient use of maintenance resources during the assigned tour; coordinates responses with other tours.~~
11. ~~Contacts equipment manufacturers, representatives and contractors to resolve maintenance problems on assigned tour.~~

SUPERVISION

Manager of the facility to which assigned.
Manager, Maintenance

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and summarize status updates, accurately document work transactions, and reports for internal and external stakeholders.
 2. Knowledge of mechanical concepts, electronics, building plumbing and maintenance tools, techniques, and technical drawings sufficient to provide guidance to others on completing corrective or preventive maintenance actions on equipment and systems.
 3. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
 4. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
 5. Ability to manage the work performance of staff, including scheduling and timekeeping, evaluating performance against goals, evaluating and arranging training/travel, providing guidance, coaching, mentoring, and feedback, and building effective work relationships.
 6. Ability to observe, evaluate, and review operational conditions and performance data sufficient to identify opportunities for improvement of maintenance activities, plans, schedules, and facility needs.
 7. Ability to use information and communications technology, software, and applications to compile and analyze data, create correspondences, documents, and reports.
 8. Knowledge of Collective Bargaining Agreements, national and local Memorandum Of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.
 9. Knowledge of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations.
1. ~~Knowledge of building and equipment maintenance methods and practices.~~
 2. ~~—~~
 3. ~~Knowledge of the national labor agreement and labor/ management issues.~~
 4. ~~—~~
 5. ~~Ability to manage the planning of preventive and corrective maintenance and project work.~~
 6. ~~—~~
 7. ~~Ability to monitor, evaluate, and take corrective action for performance of systems and equipment.~~
 8. ~~—~~

- ~~9. Ability to establish plans and priorities for tour maintenance activities, including contingency plans for emergencies.~~
- ~~10.~~
- ~~11. Ability to evaluate maintenance and repair operations.~~
- ~~12.~~
- ~~13. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.~~
- ~~14.~~
- ~~15. Ability to resolve maintenance problems with manufacturers and contractors.~~
- ~~16.~~
- ~~17. Ability to manage the work of others to achieve organizational goals, including organizing and assigning tasks, facilitating the flow of work related information, monitoring progress, and providing technical guidance and feedback.~~
- ~~18.~~
- ~~19. Knowledge of quality and continuous improvement tools and techniques (e.g. Seven Basic Tools, Lean Six Sigma, etc.).~~
- ~~20.~~
- Ability to make data-driven decisions based on performance measures (e.g. total maintenance performance, electrical safety, machine performance) to improve equipment reliability.

MGR MAINTENANCE OPERATIONS (EAS-21)
OCCUPATION CODE: 2355-0028

FUNCTIONAL PURPOSE

Manages the maintenance operations on a tour at a facility; ensures maintenance activities and schedules are completed to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities which typically have between 117 and 156 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance activities for mail processing machines, building equipment, and custodial maintenance during an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with Collective Bargaining Agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
3. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Observes real time conditions in the facility to identify and resolve any potential safety hazards and provides assistance to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.
6. Analyzes machine performance and reports to support scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays, PEAK).

Reviews and ensures timely updates for open Maintenance Technical Support Center (MTSC) tickets regarding machine status.

7. Monitors completion of work and ensures compliance with collective bargaining agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance with the National Agreement and applicable Memorandums of Understanding (MOUs).

SUPERVISION

Manager of the facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and summarize status updates, accurately document work transactions, and reports for internal and external stakeholders.
2. Knowledge of mechanical concepts, electronics, building plumbing and maintenance tools, techniques, and technical drawings sufficient to provide guidance to others on completing corrective or preventive maintenance actions on equipment and systems.
3. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
4. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
5. Ability to manage the work performance of staff, including scheduling and timekeeping, evaluating performance against goals, evaluating and arranging training/travel, providing guidance, coaching, mentoring, and feedback, and building effective work relationships.
6. Ability to observe, evaluate, and review operational conditions and performance data sufficient to identify opportunities for improvement of maintenance activities, plans, schedules, and facility needs.
7. Ability to use information and communications technology, software, and applications to compile and analyze data, create correspondence, documents, and reports.
8. Knowledge of Collective Bargaining Agreements, national and local Memorandum Of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.

9. Knowledge of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations.

MGR MAINTENANCE (EAS-22)
OCCUPATION CODE: 2355-0020

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

~~Manages the maintenance, repair and modification of all equipment, buildings and related systems that support postal operations.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in post offices and facilities which typically have between 76 and 116 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops, plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and

resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to ensure an effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.

7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System [MIRS], MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and the allocation of resources to ensure machines are repaired and maintained properly.

- ~~1. Manages the maintenance, repair and modification of all systems and equipment that support the facility's operations and its detached units; manages the inspection of all buildings, systems, and equipment; ensures that corrective action is taken.~~
- ~~2. Manages the maintenance, repair, and alteration of all postal buildings within an assigned area.~~
- ~~3. Manages the maintenance safety and energy conservation programs; ensures that buildings and equipment comply with all federal safety standards; ensures that maintenance employees are trained in and comply with safety regulations.~~
- ~~4. Manages planning and maintenance control activities including the procurement and stocking of repair parts and supplies, planning and scheduling work, and maintaining service histories.~~
- ~~5. Identifies the need for contract services for maintenance, repair, or alterations; ensures that work is completed according to the terms of the contract.~~
- ~~6. Oversees the installation and testing of new or relocated equipment including site preparation.~~
- ~~7. Participates, as required, in local, area and national programs for testing, development, and evaluation of postal systems and equipment.~~
- ~~8. Manages the work of electronic technicians, journeymen, mechanics and custodians through a team of subordinate managers and supervisors.~~
- ~~9. Provides technical support to postmasters and supervisors in post offices related to the maintenance of postal buildings and equipment.~~
- ~~10. Manages the cleaning of a postal facility and its detached units.~~

SUPERVISION

Manager of the ~~post office~~ or facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefingsbriefings, and recommendations to stakeholders.
 2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
 3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
 4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
 5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
 6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
 7. Ability to use information and communications technology, software, and applications to create documents, charts, reportsreports, and presentations for technical and non-technical audiences.
 8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.
 9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
 10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
 11. SPECIAL CONDITION: Willingness to work long off-tour and weekends as necessary to support maintenance operations.
-
- ~~1. Ability to manage the maintenance, repair, and modification of all systems that support a facility's operations and its detached units.~~
 - ~~2. Ability to evaluate maintenance and repair operations.~~
 - ~~3. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.~~

- ~~4. Ability to manage safety and energy conservation programs.~~
- ~~5. Ability to manage maintenance, planning and control activities, including maintaining records, scheduling work, and stocking supplies.~~
- ~~6. Ability to manage contract services.~~
- ~~7. Ability to manage the work of others to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.~~
- ~~8.1. Ability to manage the installation and testing of new or relocated equipment.~~

MGR MAINTENANCE (EAS-22)
OCCUPATION CODE: 2355-0020

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in facilities which typically have between 76 and 116 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing

Operations) to ensure effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.

7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System [MIRS], MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and allocation of resources to ensure machines are repaired and maintained properly.

SUPERVISION

Manager of the facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings, and recommendations to stakeholders.
2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
7. Ability to use information and communications technology, software, and applications to create documents, charts, reports, and presentations for technical and non-technical audiences.
8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.

9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
11. SPECIAL CONDITION: Willingness to work long off-tour and weekends as necessary to support maintenance operations.

MGR MAINTENANCE OPERATIONS (EAS-22)
OCCUPATION CODE: 2355-0051

FUNCTIONAL PURPOSE

Manages the maintenance operations on a tour at a facility; ensures maintenance activities and schedules are completed to support effective processing operations.
~~Manages all maintenance operations on a tour in a maintenance capable mail processing facility including building equipment, mail processing equipment and systems, and building services functions; coordinates maintenance operations with other tours.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities which typically have between 157 and 196 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance activities for mail processing machines, building equipment, and custodial maintenance during an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with Collective Bargaining Agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
3. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Observes real time conditions in the facility to identify and resolve any potential safety hazards, and hazards and provides assistance to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.

6. Analyzes machine performance and reports to support the scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays, PEAK). Reviews and ensures timely updates for open Maintenance Technical Support Center (MTSC) tickets regarding machine status.
7. Monitors completion of work and ensures compliance with collective bargaining agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance with the National Agreement and applicable Memorandums of Understanding (MOUs).
1. ~~Manages all building and equipment maintenance, repair and cleaning activities on an assigned tour and ensures that corrective action is taken in a timely fashion to improve equipment and system reliability.~~
2. ~~Establish plans and priorities for tour activities based on review of maintenance schedules; assigns routine and preventive maintenance work and coordinates special maintenance or repair requirements during the tour.~~
3. ~~Conducts analysis and evaluates trends, using continuous improvement tools and techniques, to ensure the effective and efficient use of maintenance resources on the tour.~~
4. ~~Manages a group of electronic technicians, mechanics, and custodians through subordinate supervisors on an assigned tour. Manages on-the-job training program for maintenance employees.~~
5. ~~Inspects and reviews maintenance and repair operations, recommend and implement improvements in procedures to increase maintenance effectiveness and equipment reliability.~~
6. ~~Identifies negative trends in equipment and/or systems operations and coordinates implementation of maintenance solutions for the tour.~~
7. ~~Participates in the preparation of plans and specifications for alteration and/or major repair to the facility, its equipment and systems; manages these activities on assigned tour.~~
8. ~~Provides technical advice concerning the installation, modification, and repair of mechanized and automated mail processing and building systems equipment.~~
9. ~~Develops contingency plans for maintenance operations on a tour during emergency situations.~~
10. ~~Manages the resolution of problems and complaints related to maintenance activities ensuring the effective and efficient use of maintenance resources during the assigned tour; coordinates response with other tours.~~
11. ~~Contacts equipment manufacturers, representatives and contractors to resolve maintenance problems on assigned tour.~~

SUPERVISION

Manager of the facility to which assigned.
Manager, Maintenance

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and summarize status updates, accurately document work transactions, and reports for internal and external stakeholders.
 2. Knowledge of mechanical concepts, electronics, building plumbing and maintenance tools, techniques, and technical drawings sufficient to provide guidance to others on completing corrective or preventive maintenance actions on equipment and systems.
 3. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
 4. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
 5. Ability to manage the work performance of staff, including scheduling and timekeeping, evaluating performance against goals, and arranging training/travel, providing guidance, coaching, mentoring, and feedback, and building effective work relationships.
 6. Ability to observe, evaluate, and review operational conditions and performance data sufficient to identify opportunities for improvement of maintenance activities, plans, schedules, and facility needs.
 7. Ability to use information and communications technology, software, and applications to compile and analyze data, create correspondence, documents, and reports.
 8. Knowledge of Collective Bargaining Agreements, national and local Memorandum of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.
 9. Knowledge of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations.
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- ~~1. Knowledge of building and equipment maintenance methods and practices.~~
 - ~~2. Knowledge of the national labor agreement and labor/ management issues.~~
 - ~~3. Ability to manage the planning of preventive and corrective maintenance and project work.~~

- ~~4. Ability to establish plans and priorities for tour maintenance activities, including contingency plans for emergencies.~~
- ~~5. Ability to evaluate maintenance and repair operations.~~
- ~~6. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.~~
- ~~7. Ability to resolve maintenance problems with manufacturers and contractors.~~
- ~~8. Ability to monitor, evaluate, and take corrective action for performance of systems and equipment.~~
- ~~9. Ability to manage the work of others to achieve organizational goals, including organizing and assigning tasks, facilitating the flow of work related information, monitoring progress, and providing technical guidance and feedback.~~
- ~~10. Knowledge of quality and continuous improvement tools and techniques (e.g. Seven Basic Tools, Lean Six Sigma, etc.).~~

~~Ability to make data-driven decisions based on performance measures (e.g. total maintenance performance, electrical safety, machine performance) to improve system and equipment reliability.~~

MGR MAINTENANCE OPERATIONS (EAS-22)
OCCUPATION CODE: 2355-0051

FUNCTIONAL PURPOSE

Manages the maintenance operations on a tour at a facility; ensures maintenance activities and schedules are completed to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities which typically have between 157 and 196 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance activities for mail processing machines, building equipment, and custodial maintenance during an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with Collective Bargaining Agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
3. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Observes real time conditions in the facility to identify and resolve any potential safety hazards and provides assistance to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.
6. Analyzes machine performance and reports to support the scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays, PEAK). Reviews and ensures timely updates for open Maintenance Technical Support Center (MTSC) tickets regarding machine status.

7. Monitors completion of work and ensures compliance with Collective Bargaining Agreements. Addresses and resolves labor relations related questions and grievances to maintain compliance with the National Agreement and applicable Memorandums of Understanding (MOUs).

SUPERVISION

Manager of the facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and summarize status updates, accurately document work transactions, and reports for internal and external stakeholders.
2. Knowledge of mechanical concepts, electronics, building plumbing and maintenance tools, techniques, and technical drawings sufficient to provide guidance to others on completing corrective or preventive maintenance actions on equipment and systems.
3. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
4. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
5. Ability to manage the work performance of staff, including scheduling and timekeeping, evaluating performance against goals, evaluating and arranging training/travel, providing guidance, coaching, mentoring, and feedback, and building effective work relationships.
6. Ability to observe, evaluate, and review operational conditions and performance data sufficient to identify opportunities for improvement of maintenance activities, plans, schedules, and facility needs.
7. Ability to use information and communications technology, software, and applications to compile and analyze data, create correspondence, documents, and reports.
8. Knowledge of Collective Bargaining Agreements, national and local Memorandum Of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.
9. Knowledge of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations.

MGR MAINTENANCE (EAS-23)
OCCUPATION CODE: 2355-0054

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

~~Manages the maintenance, repair and modification of all equipment, buildings and related systems that support postal operations for assigned post offices and mail processing facilities.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities which typically have between 117 and 156 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and

resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to ensure an effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.

7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System [MIRS], MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and the allocation of resources to ensure machines are repaired and maintained properly.
- ~~1. Manages the maintenance, repair and modification of all systems and equipment that support the facility's operations and its detached units; manages the inspection of all buildings, systems, and equipment; ensures that corrective action is taken.~~
- ~~2. Manages the maintenance, repair, and alteration of all postal buildings within an assigned area.~~
- ~~3. Manages the maintenance safety and energy conservation programs; ensures that buildings and equipment comply with all federal safety standards; ensures that maintenance employees are trained in and comply with safety regulations.~~
- ~~4. Manages planning and maintenance control activities including the procurement and stocking of repair parts and supplies, planning and scheduling work, and maintaining service histories.~~
- ~~5. Identifies the need for contract services for maintenance, repair, or alterations; ensures that work is completed according to the terms of the contract.~~
- ~~6. Oversees the installation and testing of new or relocated equipment including site preparation.~~
- ~~7. Participates, as required, in local, area and national programs for testing, development, and evaluation of postal systems and equipment.~~
- ~~8. Manages the work of electronic technicians, journeymen, mechanics and custodians through a team of subordinate managers and supervisors.~~
- ~~9. Provides technical support to postmasters and supervisors in post offices related to the maintenance of postal buildings and equipment.~~
- ~~10. Manages the cleaning of a postal facility and its detached units.~~

SUPERVISION

Manager of the facility to which assigned.

~~Manager of the post office or facility to which assigned.~~

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefingsbriefings, and recommendations to stakeholders.
 2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
 3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
 4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
 5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
 6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
 7. Ability to use information and communications technology, software, and applications to create documents, charts, reportsreports, and presentations for technical and non-technical audiences.
 8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.
 9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
 10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
 11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.
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1. ~~Ability to manage the maintenance, repair, and modification of all systems that support a facility's operations and its detached units.~~
 2. ~~Ability to manage safety and energy conservation programs.~~
 3. ~~Ability to manage maintenance, planning and control activities, including maintaining records, scheduling work, and stocking supplies.~~

4. ~~Ability to manage contract services.~~
5. ~~Ability to evaluate maintenance and repair operations.~~
6. ~~Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.~~
7. ~~Ability to manage the installation and testing of new or relocated equipment.~~

~~Ability to manage the work of others to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.~~

MGR MAINTENANCE (EAS-23)
OCCUPATION CODE: 2355-0054

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities which typically have between 117 and 156 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to

ensure effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.

7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System [MIRS], MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and allocation of resources to ensure machines are repaired and maintained properly.

SUPERVISION

Manager of the facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings, and recommendations to stakeholders.
2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
7. Ability to use information and communications technology, software, and applications to create documents, charts, reports, and presentations for technical and non-technical audiences.
8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.

9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.

MGR MAINTENANCE OPERATIONS (EAS-23)
OCCUPATION CODE: 2355-0027

FUNCTIONAL PURPOSE

Manages the maintenance operations on a tour at a facility; ensures maintenance activities and schedules are completed to support effective processing operations.
~~Manages all maintenance operations on a tour in a maintenance capable mail processing facility including building equipment, mail processing equipment systems and building services functions; coordinates maintenance operations with other tours.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities with 197 or more authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance activities for mail processing machines, building equipment, and custodial maintenance during an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with Collective Bargaining Agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
- 4-3. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Observes real time conditions in the facility to identify and resolve any potential safety hazards, and hazards and provides assistance to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.

6. Analyzes machine performance and reports to support the scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays, PEAK). Reviews and ensures timely updates for open Maintenance Technical Support Center (MTSC) tickets regarding machine status.
7. Monitors completion of work and ensures compliance with collective bargaining agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance with the National Agreement and applicable Memorandums of Understanding (MOUs).
1. ~~Manages all building and equipment maintenance, repair and cleaning activities on an assigned tour and ensures that corrective action is taken in a timely fashion to improve equipment and system reliability.~~
2. ~~Establishes plans and priorities for tour activities based on maintenance schedules; assigns routine and preventative maintenance work and coordinates special maintenance or repair requirements during the tour.~~
3. ~~Conducts analysis and evaluates trends, using continuous improvement tools and techniques, to ensure the effective and efficient use of maintenance resources on the tour.~~
4. ~~Manages a group of electronic technicians, mechanics, and custodians through subordinate supervisors on an assigned tour. Manages on the job training program for maintenance employees.~~
5. ~~Inspects and reviews maintenance and repair operations; recommends and implements improvements in procedures to increase maintenance effectiveness and equipment reliability.~~
6. ~~Identifies negative trends in equipment and/or systems operations and coordinates implementation of maintenance solutions for the tour.~~
7. ~~Participates in the preparation of plans and specifications for alteration and/or major repair to the facility, its equipment and systems; manages these activities on assigned tour.~~
8. ~~Provides technical advice concerning the installation, modification, and repair of mechanized and automated mail processing and building systems equipment~~
9. ~~Develops contingency plans for maintenance operations on a tour during emergency situations.~~
10. ~~Manages the resolution of problems and complaints related to maintenance activities ensuring the effective and efficient use of maintenance resources during the assigned tour; coordinates responses with other tours.~~
11. ~~Contacts equipment manufacturers, representatives and contractors to resolve maintenance problems on assigned tour.~~

SUPERVISION

Manager, Maintenance

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and summarize status updates, accurately document work transactions, and reports for internal and external stakeholders.
 2. Knowledge of mechanical concepts, electronics, building plumbing and maintenance tools, techniques, and technical drawings sufficient to provide guidance to others on completing corrective or preventive maintenance actions on equipment and systems.
 3. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
 4. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
 5. Ability to manage the work performance of staff, including scheduling and timekeeping, evaluating performance against goals, evaluating and arranging training/travel, providing guidance, coaching, mentoring, feedback, and building effective work relationships.
 6. Ability to observe, evaluate, and review operational conditions and performance data sufficient to identify opportunities for improvement of maintenance activities, plans, schedules, and facility needs.
 7. Ability to use information and communications technology, software, and applications to compile and analyze data, create correspondence, documents, and reports.
 8. Knowledge of Collective Bargaining Agreements, national and local Memoranduma oOf Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.
 9. Knowledge of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations.
-
- ~~1. Knowledge of building and equipment maintenance methods and practices.~~
 - ~~2. Knowledge of the national labor agreement and labor/ management issues.~~
 - ~~3. Ability to manage the planning of preventive and corrective maintenance and project work.~~
 - ~~4. Ability to monitor, evaluate, and take corrective action for performance of systems and equipment.~~

- ~~5. Ability to establish plans and priorities for tour maintenance activities, including contingency plans for emergencies.~~
- ~~6. Ability to evaluate maintenance and repair operations.~~
- ~~7. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.~~
- ~~8. Ability to resolve maintenance problems with manufacturers and contractors.~~
- ~~9. Ability to manage the work of others to achieve organizational goals, including organizing and assigning tasks, facilitating the flow of work related information, monitoring progress, and providing technical guidance and feedback.~~
- ~~10. Knowledge of quality and continuous improvement tools and techniques (e.g. Seven Basic Tools, Lean Six Sigma, etc.).~~

~~Ability to make data driven decisions based on performance measures (e.g. total maintenance performance, electrical safety, machine performance) to improve equipment reliability.~~

MGR MAINTENANCE OPERATIONS (EAS-23)
OCCUPATION CODE: 2355-0027

FUNCTIONAL PURPOSE

Manages the maintenance operations on a tour at a facility; ensures maintenance activities and schedules are completed to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities with 197 or more authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance activities for mail processing machines, building equipment, and custodial maintenance during an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with collective bargaining agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
3. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Observes real time conditions in the facility to identify and resolve any potential safety hazards and provides assistance to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.
6. Analyzes machine performance and reports to support the scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays,

9. Knowledge of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations.

MGR MAINTENANCE (EAS-24)
OCCUPATION CODE: 2355-0019

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

~~Manages the maintenance, repair and modification of all equipment buildings and related systems that support postal operations for assigned postal facilities.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in mail processing facilities which typically have between 157 and 196 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and

resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to ensure an effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.

7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System [MIRS], MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and the allocation of resources to ensure machines are repaired and maintained properly.

- ~~1. Manages the maintenance, repair and modification of all systems and equipment that support the facility's operations and its detached units; manages the inspection of all buildings, systems, and equipment; ensures that timely corrective action is taken to ensure equipment and system reliability.~~
- ~~2. Manages the maintenance, cleaning, repair, and alteration of all postal facilities. Provides technical support to postmasters managers and supervisors as it relates to equipment and maintenance of postal buildings within an assigned area.~~
- ~~3. Conducts analysis and evaluates trends, using continuous improvement tools and techniques, to ensure the effective and efficient use of maintenance resources on all tours.~~
- ~~4. Manages the maintenance safety and energy conservation programs; ensures that buildings and equipment comply with all federal safety standards; ensures that maintenance employees are trained in and comply with safety regulations.~~
- ~~5. Manages planning and maintenance operations support activities including the procurement and stocking of repair parts and supplies, planning and scheduling work, and maintaining service histories.~~
- ~~6. Identifies the need for contract services for maintenance repair, or alterations; ensures that work is completed according to the terms of the contract.~~
- ~~7. Oversees the installation and testing of new or relocated equipment including site preparation.~~
- ~~8. Participates, as required, in local, area and national programs for testing, development, and evaluation of postal systems and equipment.~~
- ~~9. Manages the work of electronic technicians, mechanics and custodians through a team of subordinate managers and supervisors.~~
- ~~10. Provides input for facility's budget; controls costs within budget allocations.~~

SUPERVISION

Manager of the facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions. ?

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefingsbriefings, and recommendations to stakeholders.
 2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
 3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
 4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
 5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
 6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
 7. Ability to use information and communications technology, software, and applications to create documents, charts, reportsreports, and presentations for technical and non-technical audiences.
 8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.
 9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
 10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
 11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.
1. ~~Ability to manage the maintenance, repair, and modification of all systems that support a facility's operations and its detached units.~~

- ~~2. Ability to evaluate maintenance and repair operations.~~
- ~~3. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.~~
- ~~4. Ability to manage maintenance, planning and control activities, including maintaining records, scheduling work, and stocking supplies.~~
- ~~5. Ability to manage contract services.~~
- ~~6. Ability to manage the work of others to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.~~
- ~~7. Ability to manage the installation and testing of new or relocated equipment.~~
- ~~8. Ability to manage safety and energy conservation programs.~~
- ~~9. Knowledge of quality and continuous improvement tools and techniques (e.g. Seven Basic Tools, Lean Six Sigma, etc.).~~
- ~~10. Ability to make data-driven decisions based on performance measures (e.g. total maintenance performance, electrical safety, machine performance) to improve equipment reliability.~~

MGR MAINTENANCE (EAS-24)
OCCUPATION CODE: 2355-0019

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in mail processing facilities which typically have between 157 and 196 authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing

Operations) to ensure effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.

7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System [MIRS], MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and allocation of resources to ensure machines are repaired and maintained properly.

SUPERVISION

Manager of the facility to which assigned.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings, and recommendations to stakeholders.
2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
7. Ability to use information and communications technology, software, and applications to create documents, charts, reports, and presentations for technical and non-technical audiences.
8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.

9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.

MGR MAINTENANCE (EAS-25)
OCCUPATION CODE: ~~46402335-7037~~xxxx

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

~~Manages the maintenance, repair, and modification of all equipment, buildings and related systems that support postal operations for assigned postal facilities.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities with 197 or more authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.

SELECTION METHOD

See Handbook EL-312, Section 740 - Selection Policies For Non-bargaining Positions.

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings, and recommendations to stakeholders.
2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., Logistics, Maintenance, Labor Relations, Local Services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
7. Ability to use information and communications technology, software, and applications to create documents, charts, reports, and presentations for technical and non-technical audiences.
8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.
9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.

Ability to manage the maintenance, repair, and modification of all systems that support a facility's operations and its detached units.

MGR MAINTENANCE (EAS-25)
OCCUPATION CODE: 2335-xxxx

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in postal facilities with 197 or more authorized maintenance craft positions.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to

9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.