

NOV 22 2022

LABOR RELATIONS



November 18, 2022

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

Dear Ivan:

The Postal Service is proposing updates to two Retail and Post Office Operations Maintenance job descriptions.

The proposed changes were developed since it has been determined a Green Belt certification is no longer a necessary requirement. The changes to the position descriptions are proposed pursuant to Title 39 U.S. Code § 1004.

Below are the job titles and occupation codes the Postal Service is proposing changes to the job descriptions.

- 2355-0059 MGR FIELD MAINT OPS (AREA) EAS-26
- 2355-0061 MGR RETAIL & PO OPS MAINT SUPPT EAS-26

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,

A handwritten signature in blue ink, appearing to read "James Lloyd".

James Lloyd  
Director (A)  
Labor Relations Policies and Programs

Enclosures

MGR FIELD MAINT OPS (AREA) (EAS-26)  
OCCUPATION CODE: 2355-0059

FUNCTIONAL PURPOSE

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

DUTIES AND RESPONSIBILITIES

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

9. Oversees procurement, tracking and inventory of parts, tools, equipment, and supplies for building maintenance services of retail and delivery facilities. Ensures sufficient inventory and tracks inventory levels to monitor usage, identify trends and provide input for forecasting. Forecasts inventory and supply needs and projects budget allocation, expenses and cost saving opportunities.
10. Manages a large size group of supervisors and bargaining-unit maintenance employees through a medium size group of subordinate managers.

## SUPERVISION

Director Retail & Post Office Operations Maintenance

## SELECTION METHOD

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

## REQUIREMENTS

~~1. Green Belt Certification required.~~

~~2.1.~~ Knowledge of building and equipment maintenance services, policies, and procedures, including preventive and corrective maintenance and repairs, assignment and tracking of work orders, MS-47 Housekeeping Postal Facilities and energy conservation practices, sufficient to explain them to others and answer questions about the operation.

~~3.2.~~ Knowledge of the provisions of local and national bargaining unit agreements related to building maintenance services, including job bidding, overtime, contractual liabilities such as Line H compliance, and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.

~~4.3.~~ Knowledge of Postal policies and procedures related to hiring, staffing packages, scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.

~~5.4.~~ Ability to independently and proactively investigate, troubleshoot and address preventive and corrective maintenance issues to ensure timely and effective maintenance of buildings and equipment and adhere to local maintenance plans and service standards.

~~6.5.~~ Ability to collaborate cross-functionally to coordinate work and develop and implement new and enhanced programs, policies and procedures.

- 7.6. Ability to manage work in adherence to plan, ensuring services are provided timely and in accordance with service standards, and work hours and expenses remain within budget.
- 8.7. Ability to supervise, including organizing and scheduling the work, establishing effective work relationships, monitoring the work, and facilitating the flow of work-related information of bargaining unit employees.
8. Ability to monitor and evaluate programs for effectiveness, compliance with policies and procedures, and make recommendations for improvement.
9. Ability to communicate orally and in writing, to include working collaboratively across multiple teams at all levels of the organization, sufficient to write instructions and guidelines, disseminate technical information, and deliver presentations.

MGR FIELD MAINT OPS (AREA) (EAS-26)  
OCCUPATION CODE: 2355-0059

FUNCTIONAL PURPOSE

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DUTIES AND RESPONSIBILITIES

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

8. Coordinates with human resources to compile staffing packages and post and fill authorized vacant positions. Processes requisitions and bidding, including tracking and scheduling of candidates through screening, testing, selection, onboarding and training.
9. Oversees procurement, tracking and inventory of parts, tools, equipment, and supplies for building maintenance services of retail and delivery facilities. Ensures sufficient inventory and tracks inventory levels to monitor usage, identify trends and provide input for forecasting. Forecasts inventory and supply needs and projects budget allocation, expenses and cost saving opportunities.
10. Manages a large size group of supervisors and bargaining-unit maintenance employees through a medium size group of subordinate managers.

#### SUPERVISION

Director Retail & Post Office Operations Maintenance

#### SELECTION METHOD

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

#### REQUIREMENTS

1. Knowledge of building and equipment maintenance services, policies, and procedures, including preventive and corrective maintenance and repairs, assignment and tracking of work orders, MS-47 Housekeeping Postal Facilities and energy conservation practices, sufficient to explain them to others and answer questions about the operation.
2. Knowledge of the provisions of local and national bargaining unit agreements related to building maintenance services, including job bidding, overtime, contractual liabilities such as Line H compliance, and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.
3. Knowledge of Postal policies and procedures related to hiring, staffing packages, scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
4. Ability to independently and proactively investigate, troubleshoot and address preventive and corrective maintenance issues to ensure timely and effective maintenance of buildings and equipment and adhere to local maintenance plans and service standards.
5. Ability to collaborate cross-functionally to coordinate work and develop and implement new and enhanced programs, policies and procedures.

6. Ability to manage work in adherence to plan, ensuring services are provided timely and in accordance with service standards, and work hours and expenses remain within budget.
7. Ability to supervise, including organizing and scheduling the work, establishing effective work relationships, monitoring the work, and facilitating the flow of work-related information of bargaining unit employees.
8. Ability to monitor and evaluate programs for effectiveness, compliance with policies and procedures, and make recommendations for improvement.
9. Ability to communicate orally and in writing, to include working collaboratively across multiple teams at all levels of the organization, sufficient to write instructions and guidelines, disseminate technical information, and deliver presentations.

MGR RETAIL & PO OPS MAINT SUPPT (EAS-26)  
OCCUPATION CODE: 2355-0061

FUNCTIONAL PURPOSE

Manages the department responsible for processing building maintenance requests; ensuring sufficient building maintenance staffing; and maintaining parts, supplies and equipment for retail and delivery facilities, including post offices, stations and branches. Analyzes trends to identify opportunities to enhance productivity and cost effectiveness of building maintenance services. Leads cross-functional projects to develop and implement new and enhanced systems, programs and processes.

DUTIES AND RESPONSIBILITIES

1. Oversees the intake, prioritization and assignment of retail and delivery building maintenance requests. Evaluates and prioritizes requests for repair and maintenance work. Reinforces guidelines, standards and criteria for assigning work orders to post office maintenance personnel.
2. Identifies, develops and implements new and enhanced programs, policies and procedures to enhance the provision of building and equipment maintenance services, utilizing continuous improvement tools and methodologies. Works cross-functionally to identify trends and opportunities for improvement. Facilitates work groups to design and develop new and enhanced programs, policies and procedures. Coordinates the development and implementation of training and communications to educate field personnel on current, new and revised programs, policies and procedures, and to reinforce standardization and compliance.
3. Generates reports and provides updates to leadership on building maintenance service status, effectiveness, and trends. Analyzes and evaluates trends in the performance of building maintenance services for use in forecasting resources and budget and identifying opportunities to enhance productivity and improve cost effectiveness. Monitors and reports work hours and potential contractual liabilities, such as but not limited to, Line H liabilities to ensure compliance and provides insights to facilitate avoidance and mitigation activities.
4. Collaborates with post office maintenance operations to plan and coordinate building maintenance services work. Ensures building maintenance service assignments comply with maintenance policies and procedures including safety regulations, energy conservation, and sustainability efforts.
5. Coordinates with Facilities on the delineation of work assignments between post office maintenance and external contractors in accordance with Article 32 requirements. Establishes standardized criteria and guidelines and ensures compliance with collective bargaining agreements.



6. Collaborates with post office maintenance programs to develop, update and improve programs, policies and systems related to the intake, tracking and processing of work orders and inventory control. Provides reports on status and trends in building maintenance services for retail and delivery facilities. Leverages technology solutions to streamline reports and status updates.
7. Coordinates with human resources to compile staffing packages and post and fill authorized vacant positions. Processes requisitions and bidding, including tracking and scheduling of candidates through screening, testing, selection, onboarding and training. Tracks and reports on vacancy rates and time-to-fill; identifies and implements strategies to facilitate filling positions, minimize vacancy rates and manage to cap staffing.
8. Oversees procurement, tracking and inventory of parts, tools, equipment, and supplies for building maintenance services of retail and delivery facilities. Ensures sufficient inventory and tracks inventory levels to monitor usage, identify trends and provide input for forecasting. Forecasts inventory and supply needs and projects budget allocation, expenses and cost saving opportunities.
9. Manages a large staff indirectly through a small team of managers. Oversees and coordinates activities including assigning work, monitoring progress and evaluating performance. Reinforces accountability, manages performance and facilitates employee training and development.

## SUPERVISION

Director Retail & Post Office Operations Maintenance

## SELECTION METHOD

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

## REQUIREMENTS

1. Ability to apply problem solving and analytical skills to business processes in order to develop recommendations and solutions that prevent problem reoccurrence on functional designs, process changes and continuous improvements.
2. Ability to manage the work of others to achieve specific objectives, including organizing and assigning tasks, facilitating the flow of work-related information, and monitoring performance, developing individual employees, and providing feedback.

~~3. Green Belt Certification required.~~

4.3. Ability to manage multiple, complex projects requiring cross-functional integration and coordination with internal stakeholders.

5.4. Knowledge of building maintenance service programs, policies and procedures sufficient to ensure work is assigned properly and performed in accordance with policies and procedures.

6.5. Knowledge of the provisions of local and national bargaining unit agreements related to building maintenance services, including job bidding, overtime, and contractual liabilities such as Line H liabilities, sufficient to recognize and reinforce actions that facilitate compliance.

7.6. Knowledge of systems and processes used to assign, track and report building maintenance services and parts, tools, equipment and supplies, sufficient to identify, develop and implement new and enhanced systems and processes.

8.7. Ability to leverage insights from data and root cause analysis to identify trends and systemic issues to inform decision making and program and process enhancements.

9.8. Ability to investigate and troubleshoot building and equipment service issues, including identifying and allocating staffing, parts, equipment and supplies to meet service standards of quality and timeliness.

~~9. Ability to collaborate cross-functionally to coordinate work and develop and implement new and enhanced programs, policies and procedures. Ability to lead full project management lifecycle activities for complex large-scale system application projects from ideation to completion including breakdown, resource estimating, project planning, tracking/oversight, scheduling tasks, negotiating deliverables, project administration and status reporting.~~

~~10. Ability to communicate orally and in writing, to include working collaboratively across multiple teams at all levels of the organization, sufficient to write instructions and guidelines, disseminate technical information, and deliver presentations.~~

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