

RECEIVED

MAR 04 2022

LABOR RELATIONS



March 1, 2022

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

Dear Mr. Butts

The Postal Service proposes to revise the position descriptions of Supervisor, Customer Services (EAS-17) (Occupation Code: 2310-0022) and Supervisor, Distribution Operations (EAS-17) (Occupation Code: 2315-0066).

The Postal Service intends to align the position descriptions and requirements more closely with the current duties and work performed by supervisors.

This proposal is being provided for your review and any recommendations you may have pursuant to Title 39, U.S. Code, § 1004(d).

Please contact me if you wish to discuss or if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson".

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosures

STD JOB DESCRIPTION

U.S.Postal Service

**SUPV CUSTOMER SERVICES (EAS-17)
OCCUPATION CODE: 2310-0022****FUNCTIONAL PURPOSE:**

Supervises a group of employees in the delivery, collection, and distribution of mail, and in window service activities within a post office, station or branch, or detached unit.

DUTIES AND RESPONSIBILITIES:

1. Supervises carrier activities; evaluates the daily workload and makes carrier and route assignments; calls and assigns auxiliary carriers and messengers; makes temporary changes in routes and time schedules and authorizes overtime work.
2. Supervises the distribution and dispatch of mail and other mail handling activities, including handling change of address mail; ensures that proper procedures are followed related to receipt, recording, and delivery of accountable mail.
3. Supervises window services to the public, including sale of stamps and other accountable paper; providing special services such as Express Mail, box rental, and acceptance of advance deposits; providing information on postal services; setting meters; and accepting mail at public windows; conducts audits of employee flexible accountabilities.
4. Establishes work schedules and allocates work hours to meet service requirements; reschedules assignments based on changes in mail volume and human resource availability.
5. Analyzes delivery operations, mail flows, and retail operations within the work unit using observation, data analysis, and computer models; makes recommendations to improve operations.
6. Conducts or oversees mail counts and inspections; analyzes factors such as office practices, safety conditions, route layout, and delivery methods to determine if routes are laid out properly; makes recommendations for route adjustments and other efficiency improvements.
7. Ensures compliance with vehicle maintenance and inspection schedules; monitors vehicle service contracts; may investigate vehicle accidents.
8. Supervises a medium-size group of craft employees; provides on-the-job training; ensures complete training in current operating and safety procedures; assesses employee performance and provides guidance and direction to employees regarding work performance; makes recommendations for performance improvement; and ensures development of employees in the work unit.
9. Establishes effective work team relationships; involves employees in decisions that affect them; and encourages decision making at the lowest possible level.
10. Has frequent contact with the public, large volume mailers, and representatives of community, business, or mailing organizations to respond to mailing inquiries.
11. Supervises and participates in record-keeping of work hours, mail volumes, cost ascertainment data, carrier transportation costs, accident and injury occurrences and costs, and personnel time and attendance.
12. May personally perform certain non-supervisory tasks in order to meet established service standards, consistent with the provision of Article I, Section 6, of the National Agreement.

SUPERVISION:

Postmaster or Manager, Customer Services, or designated unit manager.

SELECTION METHOD:

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

Doc Date: 08/05/2002

Occ Code: 2310-0022

QUALIFICATIONS

U.S.Postal Service

**SUPV CUSTOMER SERVICES (EAS-17)
OCCUPATION CODE: 2310-0022**

DOCUMENT DATE: March 25, 2013**REQUIREMENTS:**

1. **KNOWLEDGE OF PERFORMANCE MEASUREMENT** systems and standards, and customer satisfaction indicators, as they relate to customer service operations.
2. **CHANGE MANAGEMENT:** Prepares employees for change by establishing and maintaining continuous dialogue with employees; communicates change to employees and reassures them during the transition from present to future state.
3. **COMMUNICATION SKILLS:** Organizes and expresses thoughts and information in a clear and concise manner while tailoring the message to the audience; engages in active listening; is aware of the impact of nonverbal cues on the message being delivered; takes into account the feelings and motivation of others when delivering a message.
4. **EMPLOYEE FOCUS:** Establishes a positive and safe work environment conducive to increasing productivity through treating employees with dignity and respect; defines the roles of employees and clarifies their responsibilities for the success of the organization; provides employees with the tools and support they need to accomplish their goals.
5. **FUNCTIONAL ADMINISTRATION:** Completes administrative tasks; generates and analyzes daily reports to ensure appropriate documentation of operations.
6. **OPERATIONS MANAGEMENT:** Manages the operation through the use of operational plans developed to drive work unit and organizational performance; addresses labor relations issues and applies knowledge of local and national agreements to solve workplace conflicts; analyzes data on a regular basis to determine if adjustments to current operations are necessary to achieve goals.
7. **PERSONAL ACUMEN:** Adapts to changes in the business environment; demonstrates trustworthiness and initiative to accomplish work unit and organizational goals and objectives.
8. **WORK UNIT PLANNING:** Determines priorities of the work unit on a daily and weekly basis; identifies resources (employees and capital) needed to accomplish goals and allocates resources as allowed to support the priorities and goals established for the work unit and organization as a whole.
9. **Note:** Effective December 26, 2017, Postal Exam 642 is waived until further notice.

Doc Date: 03/25/2013**Occ Code: 2310-0022**

SUPV CUSTOMER SERVICES (EAS-17)
OCCUPATION CODE: 2310-0022

FUNCTIONAL PURPOSE

Supervises bargaining unit employees providing retail and/or delivery services at a Postal facility.

DUTIES AND RESPONSIBILITIES

1. Supervises city and/or rural delivery operations. Monitors clerks and carriers in the sorting and delivery of mail to ensure adherence to applicable service standards. Conducts mail counts, route inspections and route evaluations.
2. Supervises retail window services. Monitors clerks and customer interactions to ensure a positive customer experience. Interacts with customers to provide services and respond to inquiries. Monitors retail stock, equipment and supplies to maintain established thresholds, working with lead clerks and ensuring adherence to applicable Postal policies and procedures.
3. Coordinates work operations across multiple functional areas, including retail, delivery, logistics and mail processing. Maintains constant communications and builds relationships with diverse groups to coordinate work and foster a positive work environment.
4. Supervises bargaining unit employees and assigns work based on earned work hours to maximize operational efficiency. Provides training and monitors performance. Ensures overtime usage adheres to applicable local and national contractual agreements and Postal policy. Conducts daily team meetings and stand-up talks with employees. Investigates grievances and responds to inquiries from union representatives.
5. Manages employee attendance and reinforces attendance control policies, to ensure accurate timekeeping and adherence to Postal policies and procedures.
6. Uses delivery reports to identify and resolve deficiencies, such as mail condition reports, scanning integrity, and delivery compliance. Provides regular status reports to leadership.
7. Monitors employees and the workplace to ensure safe and efficient work practices. Identifies safety and health hazards and takes action to resolve issues in a timely manner. Enforces zero tolerance policy for workplace violence and ensures threat assessment procedures are in place.

SUPERVISION

Postmaster or Manager, Customer Services, or designated unit manager.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of delivery operations, policies and procedures, including route evaluations, delivery services, mail dispatch and delivery, sufficient to explain them to others and answer questions about the operation.
2. Knowledge of retail window operations, policies and procedures, including window services, retail supplies and equipment, sufficient to explain them to others and answer questions about the operation.
3. Knowledge of the provisions of local and national bargaining unit agreements related to retail and delivery operations, including job bidding, overtime and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.
4. Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
5. Skill using computers sufficient to access data and generate reports.
6. Ability to investigate, troubleshoot and respond to customer inquiries related to retail and delivery products and services.
7. Ability to read and interpret data reports and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
8. Ability to communicate orally and in writing to facilitate individual and group discussions, set work expectations, coordinate work and document events such as customer responses, grievances and accident investigations.
9. Ability to maintain composure, de-escalate potentially contentious situations and foster positive work relationships in the midst of stressful conditions, disagreements and interpersonal conflicts.
10. Ability to adhere to applicable safety and health policies and practices and recognize potential safety issues sufficient to identify and reinforce actions to mitigate risks.

STD JOB DESCRIPTION

U.S. Postal Service

**SUPV DISTRIBUTION OPERATIONS (EAS-17)
OCCUPATION CODE: 2315-0066****FUNCTIONAL PURPOSE:**

Supervises an assigned group of automated, mechanized, and/or manual processing and distribution operations at a mail processing center/facility.

DUTIES AND RESPONSIBILITIES:

1. Supervises a medium sized group of employees engaged in mail processing and distribution activities.
2. Schedules and assigns work; determines priorities; shifts employees during the course of the tour as the workload fluctuates.
3. Monitors operational performance data throughout the tour; resolves routine problems; reports unusual operational problems and recommends solutions.
4. Ensures that operational information reported is complete and accurate; participates in mail surveys/tests related to quality, service performance, etc.
5. Coordinates mail flow activities with other supervisors on the tour.
6. Supervises the on-the-job training program for processing and distribution employees on the assigned tour.
7. Provides input for the facility's operating budget; controls costs within budget allocations.
8. Investigates accidents; prepares necessary reports; ensures compliance with safety regulations and energy conservation practices.
9. Meets with customers and major mailers on a regular basis to resolve problems and/or improve service.
10. Meets with union representatives to resolve disagreements.

SUPERVISION:

Manager, designated unit.

SELECTION METHOD:

Initial-Level Supervisor, Candidate List or Individual Announcement Procedures (See EL-311, Section 533 or 534).

Doc Date: 10/19/1992

Occ Code: 2315-0066

QUALIFICATIONS

U.S. Postal Service

**SUPV DISTRIBUTION OPERATIONS (EAS-17)
OCCUPATION CODE: 2315-0066**

DOCUMENT DATE: March 25, 2013**REQUIREMENTS:**

1. **KNOWLEDGE OF PERFORMANCE MEASUREMENT** systems and standards, and customer satisfaction indicators, as they relate to mail processing operations.
2. **CHANGE MANAGEMENT:** Prepares employees for change by establishing and maintaining continuous dialogue with employees; communicates change to employees and reassures them during the transition from present to future state.
3. **COMMUNICATION SKILLS:** Organizes and expresses thoughts and information in a clear and concise manner while tailoring the message to the audience; engages in active listening; is aware of the impact of nonverbal cues on the message being delivered; takes into account the feelings and motivation of others when delivering a message.
4. **EMPLOYEE FOCUS:** Establishes a positive and safe work environment conducive to increasing productivity through treating employees with dignity and respect; defines the roles of employees and clarifies their responsibilities for the success of the organization; provides employees with the tools and support they need to accomplish their goals.
5. **FUNCTIONAL ADMINISTRATION:** Completes administrative tasks; generates and analyzes daily reports to ensure appropriate documentation of operations.
6. **OPERATIONS MANAGEMENT:** Manages the operation through the use of operational plans developed to drive work unit and organizational performance; addresses labor relations issues and applies knowledge of local and national agreements to solve workplace conflicts; analyzes data on a regular basis to determine if adjustments to current operations are necessary to achieve goals.
7. **PERSONAL ACUMEN:** Adapts to changes in the business environment; demonstrates trustworthiness and initiative to accomplish work unit and organizational goals and objectives.
8. **WORK UNIT PLANNING:** Determines priorities of the work unit on a daily and weekly basis; identifies resources (employees and capital) needed to accomplish goals and allocates resources as allowed to support the priorities and goals established for the work unit and organization as a whole.
9. **Note:** Effective December 26, 2017, Postal Exam 642 is waived until further notice.

Doc Date: 03/25/2013**Occ Code: 2315-0066**

SUPV DISTRIBUTION OPERATIONS (EAS-17)
OCCUPATION CODE: 2315-0066

FUNCTIONAL PURPOSE

Supervises bargaining unit employees performing processing and distribution activities at a Postal facility.

DUTIES AND RESPONSIBILITIES

1. Supervises mail and/or package processing operations. Walks the workroom floor and monitors operations to ensure mail is processed and dispatched in accordance with mail flow guidelines, operating plans and service standards. Ensures mail is properly staged and labeled. Troubleshoots mail processing issues and makes adjustments to meet service standards.
2. Coordinates work operations across multiple functional areas, including plant operations, tours changes, dock operations, logistics and delivery units. Maintains constant communications and builds relationships with diverse groups to coordinate work and foster a positive work environment.
3. Supervises bargaining unit employees and assigns work based on earned work hours to maximize operational efficiency. Provides training and monitors performance. Ensures overtime usage adheres to applicable local and national contractual agreements and Postal policy. Conducts daily team meetings and stand-up talks with employees. Investigates grievances and responds to inquiries from union representatives.
4. Manages employee attendance and reinforces attendance control policies, to ensure accurate timekeeping and adherence to Postal policies and procedures.
5. Uses operations reports to identify and resolve deficiencies, such as mail condition reports. Provides regular status reports to leadership.
6. Monitors employees and the workplace to ensure safe and efficient work practices. Identifies safety and health hazards and takes action to resolve issues in a timely manner. Enforces zero tolerance policy for workplace violence and ensures threat assessment procedures are in place.

SUPERVISION

Manager, Distribution Operations or designated unit manager.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of mail processing operations, policies and procedures, including mail flow guidelines, staging, dispatching, scanning requirements, mail class prioritization, sort plans, and machine performance reports, 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 processing operations, including job bidding, overtime and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.
3. Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
4. Skill using computers sufficient to access data and generate reports.
5. Ability to investigate, troubleshoot and address processing issues to ensure effective mail flow and adhere to productivity goals and service standards.
6. Ability to read and interpret data reports and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
7. Ability to communicate orally and in writing to facilitate individual and group discussions, set work expectations, coordinate work and document events such as grievances and accident investigations.
8. Ability to maintain composure, de-escalate potentially contentious situations and foster positive work relationships in the midst of stressful conditions, disagreements and interpersonal conflicts.
9. Ability to adhere to applicable safety and health policies and practices and recognize potential safety issues sufficient to identify and reinforce actions to mitigate risks.