



November 09, 2023

RECEIVED  
NOV 10 2023

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

Dear Ivan:

As a matter of information, Human Resources is conducting a job analysis study of the following EAS positions within the Business Mail Entry Units and Mailing & Shipping Services Center:

- 2345-0022 Mailing Standards Specialist (EAS-16)
- 2345-0128 Supervisor, Mailing & Shipping Solutions Center (EAS-19)
- 2345-0043 Supervisor, Business Mail Entry (EAS-17)

Surveys will be administered to incumbents to collect ratings of tasks and knowledge, skills, and abilities (survey attached). Participation will be voluntary, and responses will remain confidential and be reported only in aggregate.

The results of the job analysis will be used to update job descriptions, selection processes, and training for these jobs. Enclosed is a sample of the survey that will be administered. Please contact Paulita Wimbush at extension 4042 if you have any questions concerning this matter.

Sincerely,

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

Bruce A. Nicholson  
Director  
Labor Relations Policies and Programs

Enclosure



MobileDeviceRestriction

Mobile Device Restriction

WARNING!

You are using a mobile device to complete the job analysis survey. This survey is not compatible with mobile devices.

Close the survey and access it with a laptop or desktop computer. This survey was designed to be completed on a laptop or desktop computer and should not be completed with a mobile device.

I am disregarding these instructions.

Introduction

Business Mail Acceptance Job Analysis Questionnaire

Thank you in advance for taking the time to complete this job analysis questionnaire.

Human Resources is conducting a job analysis of Business Mail Acceptance jobs. Your participation is crucial to the success of this project.

The information and data gained from this survey will ONLY be used to inform updates to job descriptions, selection methods, and training materials for Business Mail Acceptance jobs. It is important that you respond to the survey as accurately as possible in order to indicate the work you do as part of your job within the BMEU or MSSC.

This questionnaire is expected to take approximately 90 minutes to complete. You may complete this questionnaire in multiple sessions. The link you received by email will allow you to return to and continue completing the questionnaire.

The questionnaire is divided into five sections:

- Background information about you and your job
Job Tasks
Knowledge, Skills, and Abilities (KSAs)
Systems & Technology
Respondent Demographics

All responses are confidential, and data will be reported only in aggregate. Participation is voluntary and no individual response will be identified from this questionnaire. Please follow the instructions for each section and select the response that best reflects your opinion. Please complete all sections of the questionnaire; incomplete questionnaires cannot be processed.

If you have any questions about the survey content or process, please email HR Survey Support.

Click Next or -> to begin.

Background Information

Background Information

Please answer the following questions about yourself and your job. Please focus on your Form 50 role/position only. This information is used to verify that the people responding to this survey are knowledgeable about the jobs being studied.

What is your current job title (Form 50 position)?

- Supervisor Business Mail Entry (BME)
Supervisor Mailing & Shipping Solutions Center (MSSC)
Mailing Standards Specialist (MSS)

Which department does your work/role primarily support?

- Business Mail Entry Unit (BMEU)
- Mailing & Shipping Solutions Center (MSSC)

What geographical area do you primarily support?

- WestPac (includes Pacific, Western)
- Central (Includes Great Lakes)
- Southern
- Atlantic (Includes Cap Metro, Eastern, Northeast)

What type of facility do you work at on a regular basis?

- Co-Located BME Unit
- BME Unit at an Associate Office
- BME Unit at an International Service Center (ISC)
- Stand Alone BME Unit
- Remotely to Support Helpdesk Activities
- In an Office to Support Helpdesk Activities
- Hybrid (both remote and in office) to Support Helpdesk Activities

How long have you been at USPS?

- Less than 6 months
- 6 - 12 months
- 1 - 5 years
- 6 - 10 years
- 11 - 15 years
- 16 - 20 years
- Over 20 years

How long have you been in your current job?

- Less than 6 months
- 6 - 12 months
- 1 - 5 years
- 6 - 10 years
- 11 - 15 years
- 16 - 20 years
- Over 20 years

How long have you been working within your department: \${q://QID54/ChoiceGroup/SelectedChoices}?

- Less than 6 months
- 6 - 12 months
- 1 - 5 years
- 6 - 10 years
- 11 - 15 years
- 16 - 20 years
- Over 20 years

What type of training for your current role have you completed? Choose which option best reflects your experience.

- I completed the in-person, on-site training at the National Center for Employee Development (NCED).
- I completed the virtual learning (VLR) course.
- I did not complete any of the courses listed above.

Approximately how many hours a week do you work? Enter a number only.

What is the highest level of education you have completed?

- Less than a high school degree
- High school degree (diploma, GED, or equivalent)
- Some college, but no degree
- Associate degree (2-year college program)
- Bachelor's degree (4-year college program)
- Master's degree

Doctoral degree

**Task Frequency & Importance**

**Job Tasks**  
**Task Frequency and Importance Ratings**

**Instructions**

This section includes a list of job tasks. For each task, you will be asked to indicate the frequency and importance, as it relates to your job within the BMEU or MSSC. For each task, choose the rating that best reflects how often and how important each task is for your job. Your ratings should reflect your current Form 50 role and assignment within the BMEU or MSSC.

Frequency is how often you perform a task. For Frequency ratings, consider how often on average you have performed the task over the last year. For example, a task that is performed multiple times a day should be rated as Daily.

Importance is how important a task is for successful job performance. For example, a task that is not related to your job in the BMEU or the MSSC such as processing mail on the sorting machine, would be rated Not Important.

There is a total of 86 tasks. The tasks are grouped together based on common themes and similarity with other tasks.

Use the rating scale below to rate each task statement:

FREQUENCY				
How often do you perform this task?				
Regardless of the importance of the task, indicate how often you perform it.				
Not Performed	Annually	Monthly	Weekly	Daily
do not perform this task in my current job.	perform this task yearly, or up to a few times per year.	perform this task monthly, or up to a few times per month.	perform this task weekly, or up to a few times per week.	perform this task daily, or up to a few times per day.

IMPORTANCE			
How important or relevant is this task for successfully performing your job?			
Regardless of the frequency or amount of time spent on this task, indicate this task's importance.			
Not Important / Relevant	Somewhat Important / Relevant	Important / Relevant	Critical / Highly Relevant
This task is not important or relevant to my current job.	This task is somewhat important or relevant to my job. Failure to do this task has some negative consequences.	This task is important or relevant to my job. Failure to do this task has considerable negative consequences.	This task is critical or highly relevant to my job. Failure to do this task has very serious negative consequences.

**Communication**

	FREQUENCY					IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Not Important / Relevant	Somewhat Important / Relevant	Important / Relevant	Critical / Highly Relevant
	I do not perform this task in my current job.	perform this task yearly, or up to a few times per year.	perform this task monthly, or up to a few times per month.	perform this task weekly, or up to a few times per week.	perform this task daily, or up to a few times per day.	This task is not important or relevant to my current job.	This task is somewhat important or relevant to my job. Failure to do this task has some negative consequences.	This task is important or relevant to my job. Failure to do this task has considerable negative consequences.	This task is critical or highly relevant to my job. Failure to do this task has very serious negative consequences.
Attend meetings and telecons to communicate updates, provide information, and address discrepancies with acceptance or customer accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate information and lead training sessions related to changes in policies or procedures to employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-up with points of contact regarding mail failures at locations to determine root causes and provide guidance to customers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitate and coordinate meetings with internal and external customers to address customer satisfaction scores, and identify opportunities for improving helpdesk activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitate implementation of enhancements and changes to new and existing help desk activities and processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Communicate with points of contact at Detached Mail Unit (DMU) to resolve discrepancies with customer account.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with mailers regarding mail transport equipment (MTE) needed for preparing mail.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordinate scheduling of Trailers to ensure mail is picked up at Detached Mail Unit (DMU) locations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate pricing decisions and updates to customer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with others to identify, troubleshoot, and resolve discrepancies and errors with postage statements, mailer scorecards, and mailpiece processing activities regarding mail acceptance and verification processes, policies, and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Oversee and ensure customer outreach activities including updates to new programs, pricing, and holiday schedules are completed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with employees and customers to facilitate customer transition to and from products and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure acceptance policies and procedure related updates are communicated to and understood by employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review and ask BME units to reach out to customers to resolve dormant jobs to ensure payment and processing are completed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate updates regarding mail verification failures, discrepancies, and issues to employees and customers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lead one on one meetings with employees to provide direction and guidance, discuss goals and performance, and provide feedback.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conduct team meetings and safety stand up talks to keep craft employees informed of USPS initiatives, local projects, and policy, regulation, and safety standards.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with union representatives to resolve contractual conflicts and ensure adherence to local and national agreements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with employees at the start of shifts to provide updates, ensure equipment is working properly, and the unit is ready for customers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Supporting Compliance

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Ensures that BMEU and dock area contains available space for customers to present mail for acceptance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manage employee time and attendance, including maintaining accurate timekeeping records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordinate hiring activities (e.g., schedule information sessions, create job posting requests, conduct interviews) with local Human Resources to manage facility complement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Authorize overtime based on workload, available resources and labor agreement/ union contract.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request work orders for maintenance of the facility (e.g., lightbulb replacements).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Ensure adherence to labor relations policies and procedures, such as those contained in the Employee Labor Manual (ELM), and Memoranda of Understanding (MOUs).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow procedure for conducting investigative interviews and welcome back meetings with employees regarding incidents and call-outs to document events and gather clarifying information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Complete Grievance Summaries (PS Form 2608/2809); schedule and hold Step 1/informal meeting with union representative; respond to Union requests for information; and maintain record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure safety and health related activities such as fire extinguisher checks are completed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prepare official correspondence to employees, Labor Relations, and unions to document employee attendance or performance issues (e.g., Letters of Warnings, notifications of disciplinary meetings, discipline escalation procedures).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Complete and verify employee time, attendance, dock rings, and leave balances to ensure accurate timekeeping.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create, review, and update schedule for employees to ensure appropriate coverage for the BMEU and DMU site visits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serve as an administrator for multiple communication lines (e.g., email accounts, phone lines) and takes appropriate action to address inquiries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee helpdesk operations and activities using reporting tools and applications and take action to address customer calls and agent availability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervise the Mailing & Shipping Solutions Center (MSSC) operations, activities, and agent performance including incoming/outgoing calls, email volume, service requests, and call wait queue times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Review and ensure incoming mail (e.g., fee payments, return mail) for the BME unit is received and processed accurately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee and evaluate customer service request information to ensure employees address service requests timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Oversee and ensure responsive actions occur to resolve customer requests and inquiries timely in accordance with service level agreements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee BME unit inventory to ensure adequate supplies are maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Providing Direction, Guidance, and Information**

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Provide on-call direct support and guidance to agents (employees) using Postal policies, processes, tools, and technologies to resolve customer inquiries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide status updates, identify training opportunities, and communicates with others (e.g., phone calls, meetings) to support helpdesk activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Develop and update process guides, workflows (e.g., processing statement of ownership, permit cancellations) for BMEU employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide direction and guidance to others regarding Intelligent Mail Barcode (IMSB) tool, Business Customer Gateway (BCG), and Postage Statement Wizard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure customer is contacted with account related updates including guidance on corrective actions for malpractice and acceptance procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide direction and guidance to others regarding mail acceptance, verification, and compliance policies, processes, and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Researching and Analyzing Information & Reports**

	FREQUENCY					IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Not Important / Relevant	Somewhat Important / Relevant	Important / Relevant	Critical / Highly Relevant
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	This task is not important or relevant to my current job.	This task is somewhat important or relevant to my job. Failure to do this task has some negative consequences.	This task is important or relevant to my job. Failure to do this task has considerable negative consequences.	This task is critical or highly relevant to my job. Failure to do this task has very serious negative consequences.
Review customer survey (OSAT) responses and reach out to customer to identify potential causes and action items to address customer experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate call quality performance, customer satisfaction scores and interactions to ensure service standards are met, and identify opportunities for improvement (e.g., training).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complete and use reports and tracking logs summarizing daily help desk activities and customer satisfaction scores.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investigate root cause of customer satisfaction scores by contacting customer, listening to phone call recordings, reviewing open ended comments, and discussing with employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



	FREQUENCY					IMPORTANCE			
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Compile documents and information needed to address OIG audits regarding permits, verification samples, and mailpiece scans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Researching and Analyzing Information & Reports**

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Complete mileage reconciliation for postal owned vehicles and submit to Vehicle Maintenance Facility (VMF).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resolve customer account discrepancies and concerns escalated by employees or delegated by management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View and take action based on system generated reports to address and resolve helpdesk activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prepare and distribute reports, status updates, and summaries regarding daily help desk activities for management review.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gather and summarize help desk activity and customer satisfaction scores to support the Mailing & Shipping Solutions Center (MSSC) operations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Researching and Analyzing Information & Reports**

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Oversee completion of reports to identify discrepancies and ensures action items are initiated, such as contacting customer to resolve errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify and develop reports summarizing current electronic versus hardcopy statements by office/location to inform others of current status and updates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee accurate completion of tracking log and reports to ensure adherence to compliance and reporting requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create and distribute summary reports regarding mail verification compliance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research and lookup information in systems and applications (e.g., PostalOne, BCG) to view customer account information to troubleshoot and resolve errors and discrepancies with customer accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Researching and Analyzing Information & Reports**

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Review and correct Time and Attendance Collection System (TACS) reports, such as unauthorized/authorized overtime, clock-ring errors, missing time, tour deviation, employee on the clock.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review and analyze quality and eox compliance controls and reports to identify failures within assigned districts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address recurring instances of poor time/clock-ring performance (clock-ring integrity report) with employees to ensure accountability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Quality Assurance & Review**

	FREQUENCY					IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Not Important / Relevant	Somewhat Important / Relevant	Important / Relevant	Critical / Highly Relevant
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	This task is not important to my current job.	This task is somewhat important or relevant to my job. Failure to do this task has some negative consequences.	This task is important or relevant to my job. Failure to do this task has considerable negative consequences.	This task is critical or highly relevant to my job. Failure to do this task has very serious negative consequences.
Conduct mailer scorecard assessment to identify and resolve errors and complete dispute assessment worksheet to determine if assessment is warranted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee review and monitoring of dormant statements to ensure action items are completed timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review Business Reply Mail (BRM) artwork to ensure completeness; collaborate with stakeholders to troubleshoot and resolve errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review hardcopy postage statements to confirm processing date and time are properly recorded and ensure records are stored properly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure completion of mail quality reviews for possible assessments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process mailer assessments and collaborate with others to identify and resolve discrepancies between customer files and system records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Quality Assurance & Review**

	FREQUENCY					IMPORTANCE			
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Escalate pricing questions and requests (e.g., discrepancies, exceptions, refunds) to the Pricing & Classification Service Center (PCSC) for approval/revlow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review manifest mailing reports to ensure verification process is completed accuracy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perform Electronic Verification System (EVS) content audits by sampling mail contents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Review, discuss, and resolve mailer scorecard assessment related discrepancies and fees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review and confirm customer periodical applications to ensure accuracy and completeness before submission to HQ for review and approval.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Supporting Products & Services**

	FREQUENCY					IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Not Important / Relevant	Somewhat Important / Relevant	Important / Relevant	Critical / Highly Relevant
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	This task is not important to my current job.	This task is somewhat important or relevant to my job. Failure to do this task has some negative consequences.	This task is important or relevant to my job. Failure to do this task has considerable negative consequences.	This task is critical or highly relevant to my job. Failure to do this task has very serious negative consequences.
Review and document customer account updates in ServiceNow to account for updates, discrepancies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel to origin office to identify and troubleshoot mailing errors, review postage statements for accuracy, and ensure proper staging area for mail acceptance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee completion of sampling scans and mail volume for acceptance units using PostalOne dashboard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conduct site observations at acceptance units to maintain working relationships with customers, monitor employee time and attendance, ensure timely completion of work, and ensure a safe working environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review and discuss changes to DMU agreements with customers to ensure plant load (e.g., layout, mail volume, and mail transportation and verification process) is complete and accurate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with internal points of contact regarding quality and sox compliance failures to identify, troubleshoot, resolve, and mitigate future discrepancies or errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Training & Developing**

	FREQUENCY					IMPORTANCE			
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Monitor timely completion of training regarding policies and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide training and guidance to BMEU employees regarding mail acceptance and verification policies and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Utilizing Systems & Applications**

	FREQUENCY					IMPORTANCE			
	Not Performed	Annually	Monthly	Weekly	Daily	Not Important / Relevant	Somewhat Important / Relevant	Important / Relevant	Critical / Highly Relevant
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	This task is not important to my current job.	This task is somewhat important or relevant to my job. Failure to do this task has some negative consequences.	This task is important or relevant to my job. Failure to do this task has considerable negative consequences.	This task is critical or highly relevant to my job. Failure to do this task has very serious negative consequences.
Monitor and respond to emails to communicate updates, provide information, and address discrepancies with customer accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review and verify customer information using postal systems (e.g., Web Box Based Activity Tracking System [WebBATS], Business Customer Gateway [BCG]) and document findings for records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure agents have access to appropriate applications, systems, communication lines, and related materials necessary to perform work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitor and address service requests in C360 relating to postage statement errors, mailing activities, permit numbers, verifying credentials, and mail acceptance information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View business reply mail accounts in PostalOne and ensure payment for fees are processed correctly to the customer account.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Task Proficiency & Consequence**

**Job Tasks**  
Task Proficiency and Consequence Ratings

**Instructions**

This section includes a list of job tasks. For each task, you will be asked to indicate the proficiency, and consequence, as it relates to your job within the BMEU or MSSC. For each task, choose the rating that best reflects the proficiency and consequence of each task for your job. Your ratings should reflect your current Form 50 role and assignment within the BMEU or MSSC.

Proficiency is how soon a new employee must be able to perform the task independently. Consider how long it should take for a new employee to learn the task through a combination of training and/or on-the-job experience. For example, a task that an employee should learn within the first month would be Proficient Within 30 Days.

Consequence is the level of impact a task has if it is not performed successfully. For example, a task that has a minor impact would have a low consequence to successful performance.

There is a total of 86 tasks. The tasks are grouped together based on common themes and similarity with other tasks.

Use the rating scale below to rate each task statement:

PROFICIENCY					
By when must a new employee be able to perform this task independently? Consider how long it should take for a new employee to learn the task through a combination of training and/or on-the-job experience.					
Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day
Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.

CONSEQUENCE			
What is the consequence if the task is not performed successfully?			
None	Low	Moderate	Severe
No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.

Communication

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Facilitate implementation of enhancements and changes to new and existing help desk activities and processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate information and lead training sessions related to changes in policies or procedures to employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-up with points of contact regarding mail failures at locations to determine root causes and provide guidance to customers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitate and coordinate meetings with internal and external customers to address customer satisfaction scores, and identify opportunities for improving helpdesk activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend meetings and telecons to communicate updates, provide information, and address discrepancies with acceptance or customer accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Communication

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Communicate with mailers regarding mail transport equipment (MTE) needed for preparing mail.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordinate scheduling of Trailers to ensure mail is picked up at Detached Mail Unit (DMU) locations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with others to identify, troubleshoot, and resolve discrepancies and errors with postage statements, mailer scorecards, and mailpiece processing activities regarding mail acceptance and verification processes, policies, and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with points of contact at Detached Mail Unit (DMU) to resolve discrepancies with customer account.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROFICIENCY

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day
Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.

CONSEQUENCE

None	Low	Moderate	Severe
No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.

Not Needed    Proficient Within 6-12 Months    Proficient Within 3-6 Months    Proficient Within 1-3 Months    Proficient Within 30 Days    Proficient on First Day

None    Low    Moderate    Severe

Communicate pricing decisions and updates to customer.

                                  

Communication

PROFICIENCY

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day
Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.

CONSEQUENCE

None	Low	Moderate	Severe
No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.

Not Needed    Proficient Within 6-12 Months    Proficient Within 3-6 Months    Proficient Within 1-3 Months    Proficient Within 30 Days    Proficient on First Day

None    Low    Moderate    Severe

Communicate updates regarding mail verification failures, discrepancies, and issues to employees and customers.

                                  

Communicate with employees and customers to facilitate customer transition to and from products and services.

                                  

Oversee and ensure customer outreach activities including updates to new programs, pricing, and holiday schedules are completed.

                                  

Not Needed    Proficient Within 6-12 Months    Proficient Within 3-6 Months    Proficient Within 1-3 Months    Proficient Within 30 Days    Proficient on First Day

None    Low    Moderate    Severe

Ensure acceptance policies and procedure related updates are communicated to and understood by employees.

                                  

Review and ask BME units to reach out to customers to resolve dormant jobs to ensure payment and processing are completed.

                                  

Communication

PROFICIENCY

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day
Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.

CONSEQUENCE

None	Low	Moderate	Severe
No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.

Not Needed    Proficient Within 6-12 Months    Proficient Within 3-6 Months    Proficient Within 1-3 Months    Proficient Within 30 Days    Proficient on First Day

None    Low    Moderate    Severe

Lead one on one meetings with employees to provide direction and guidance, discuss goals and performance, and provide feedback.

                  

          

Communicate with employees at the start of shifts to provide updates, ensure equipment is working properly, and the unit is ready for customers.

                  

          

Not Needed    Proficient Within 6-12 Months    Proficient Within 3-6 Months    Proficient Within 1-3 Months    Proficient Within 30 Days    Proficient on First Day

None    Low    Moderate    Severe

Communicate with union representatives to resolve contractual conflicts and ensure adherence to local and national agreements.

                  

          

Conduct team meetings and safety and stand up talks to keep craft employees informed of USPS initiatives, local projects, and policy, regulation, and safety standards.

                  

          

Supporting Compliance

PROFICIENCY

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day
Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.

CONSEQUENCE

None	Low	Moderate	Severe
No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.

Not Needed    Proficient Within 6-12 Months    Proficient Within 3-6 Months    Proficient Within 1-3 Months    Proficient Within 30 Days    Proficient on First Day

None    Low    Moderate    Severe

Manage employee time and attendance, including maintaining accurate timekeeping records.

                  

          

Authorize overtime based on workload, available resources and labor agreement/ union contract.

                  

          

Request work orders for maintenance of the facility (e.g., lightbulb replacements).

                  

          

Not Needed    Proficient Within 6-12 Months    Proficient Within 3-6 Months    Proficient Within 1-3 Months    Proficient Within 30 Days    Proficient on First Day

None    Low    Moderate    Severe

Ensures that BMEU and dock area contains available space for customers to present mail for acceptance.

                  

          

Coordinate hiring activities (e.g., schedule information sessions, create job posting requests, conduct interviews) with local Human Resources to manage facility complement.

                  

          

Supporting Compliance

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
		A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Ensure adherence to labor relations policies and procedures, such as those contained in the Employee Labor Manual (ELM), and Memoranda of Understanding (MOUs).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow procedure for conducting investigative interviews and welcome back meetings with employees regarding incidents and call-outs to document events and gather clarifying information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prepare official correspondence to employees, Labor Relations, and unions to document employee attendance or performance issues (e.g., Letters of Warnings, notifications of disciplinary meetings, discipline escalation procedures).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Ensure safety and health related activities such as fire extinguisher checks are completed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complete Grievance Summaries (PS Form 2608/2609); schedule and hold Step 1/informal meeting with union representative; respond to Union requests for information; and maintain record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Supporting Compliance

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
		A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Complete and verify employee time, attendance, clock rings, and leave balances to ensure accurate timekeeping.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee helpdesk operations and activities using reporting tools and applications and take action to address customer calls and agent availability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create, review, and update schedule for employees to ensure appropriate coverage for the BMEU and DMU site visits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Supervise the Mailing & Shipping Solutions Center (MSSC) operations, activities, and agent performance including incoming/outgoing calls, email volume, service requests, and call wait queue times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serve as an administrator for multiple communication lines (e.g., email accounts, phone lines) and takes appropriate action to address inquiries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Supporting Compliance



	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
		A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Oversee BME unit inventory to ensure adequate supplies are maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee and evaluate customer service request information to ensure employees address service requests timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee and ensure responsive actions occur to resolve customer requests and inquiries timely in accordance with service level agreements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review and ensure Incoming mail (e.g., fee payments, return mail) for the BME unit is received and processed accurately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Providing Direction, Guidance, and Information**

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
		A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Provide on-call direct support and guidance to agents (employees) using Postal policies, processes, tools, and technologies to resolve customer inquiries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure customer is contacted with account related updates including guidance on corrective actions for mailpiece and acceptance procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide direction and guidance to others regarding mail acceptance, verification, and compliance policies, processes, and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Develop and update process guides, workflows (e.g., processing statement of ownership, permit cancellations) for BMEU employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide direction and guidance to others regarding Intelligent Mail Barcode (IMSB) tool, Business Customer Gateway (BCG), and Postage Statement Wizard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide status updates, identify training opportunities, and communicate with others (e.g., phone calls, meetings) to support helpdesk activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Researching and Analyzing Information & Reports**

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	Successful job performance does not require proficiency in this task.	A new employee must learn this task within the first 6-12 months on the job.	A new employee must learn this task within the first 3-6 months on the job.	A new employee must learn this task within the first 1-3 months on the job.	A new employee must learn this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major Impact to operations. Unrecoverable or lost revenue.
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Evaluate call quality performance, customer satisfaction scores and interactions to ensure service standards are met, and identify opportunities for improvement (e.g., training).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complete and use reports and tracking logs summarizing daily help desk activities and customer satisfaction scores.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review customer survey (OSAT) responses and reach out to customer to identify potential causes and action items to address customer experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Investigate root cause of customer satisfaction scores by contacting customer, listening to phone call recordings, reviewing open ended comments, and discussing with employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compile documents and information needed to address OIG audits regarding permits, verification samples, and mailpiece scans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Researching and Analyzing Information & Reports**

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	Successful job performance does not require proficiency in this task.	A new employee must learn this task within the first 6-12 months on the job.	A new employee must learn this task within the first 3-6 months on the job.	A new employee must learn this task within the first 1-3 months on the job.	A new employee must learn this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No Impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Complete mileage reconciliation for postal owned vehicles and submit to Vehicle Maintenance Facility (VMF).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View and take action based on system generated reports to address and resolve helpdesk activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resolve customer account discrepancies and concerns escalated by employees or delegated by management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Gather and summarize help desk activity and customer satisfaction scores to support the Mailing & Shipping Solutions Center (MSSC) operations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prepare and distribute reports, status updates, and summaries regarding daily help desk activities for management review.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Researching and Analyzing Information & Reports**

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No Impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate Impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create and distribute summary reports regarding mail verification compliance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify and develop reports summarizing current electronic versus hardcopy statements by office/location to inform others of current status and updates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee accurate completion of tracking log and reports to ensure adherence to compliance and reporting requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee completion of reports to identify discrepancies and ensure action items are initiated, such as contacting customer to resolve errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research and lookup information in systems and applications (e.g., PostalOne, BCG) to view customer account information to troubleshoot and resolve errors and discrepancies with customer accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Researching and Analyzing Information & Reports

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No Impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate Impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address recurring instances of poor time/clock-ring performance (clock-ring Integrity report) with employees to ensure accountability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review and analyze quality and sox compliance controls and reports to identify failures within assigned districts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review and correct Time and Attendance Collection System (TACS) reports, such as unauthorized/authorized overtime, clock-ring errors, missing time, tour deviation, employee on the clock.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quality Assurance & Review

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.	This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.	This task is critical to my job. Failure to do this task has very serious negative consequences.
Review Business Reply Mail (BRM) artwork to ensure completeness; collaborate with stakeholders to troubleshoot and resolve errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure completion of mail quality reviews for possible assessments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conduct mailer scorecard assessment to identify and resolve errors and complete dispute assessment worksheet to determine if assessment is warranted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process mailer assessments and collaborate with others to identify and resolve discrepancies between customer files and system records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversee review and monitoring of dormant statements to ensure action items are completed timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quality Assurance & Review

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.	This task is not important to my current job.	This task is somewhat important to my job. Failure to do this task has some negative consequences.	This task is important to my job. Failure to do this task has considerable negative consequences.	This task is critical to my job. Failure to do this task has very serious negative consequences.
Escalate pricing questions and requests (e.g., discrepancies, exceptions, refunds) to the Pricing & Classification Service Center (PCSC) for approval/review.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review, discuss, and resolve mailer scorecard assessment related discrepancies and fees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review and confirm customer periodical applications to ensure accuracy and completeness before submission to HQ for review and approval.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perform Electronic Verification System (EVS) content audits by sampling mail contents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review manifest mailing reports to ensure verification process is completed accurately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review hardcopy postage statements to confirm processing date and time are properly recorded and ensure records are stored properly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Supporting Products & Services

	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.	No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
Oversee completion of sampling scans and mail volume for acceptance units using PostalOne dashboard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conduct site observations at acceptance units to maintain working relationships with customers, monitor employee time and attendance, ensure timely completion of work, and ensure a safe working environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROFICIENCY

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day
I do not perform this task in my current job.	I perform this task yearly, or up to a few times per year.	I perform this task monthly, or up to a few times per month.	I perform this task weekly, or up to a few times per week.	I perform this task daily, or up to a few times per day.	I perform this task several times throughout the day.

CONSEQUENCE

None	Low	Moderate	Severe
No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day
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None	Low	Moderate	Severe
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Review and discuss changes to DMU agreements with customers to ensure plant load (e.g., layout, mail volume, and mail transportation and verification process) is complete and accurate.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Review and document customer account updates in ServiceNow to account for updates, discrepancies.

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day
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None	Low	Moderate	Severe
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Communicate with internal points of contact regarding quality and sox compliance failures to identify, troubleshoot, resolve, and mitigate future discrepancies or errors.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Travel to origin office to identify and troubleshoot mailing errors, review postage statements for accuracy, and ensure proper staging area for mail acceptance.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Training & Developing

PROFICIENCY

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day
Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.

CONSEQUENCE

None	Low	Moderate	Severe
No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day
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None	Low	Moderate	Severe
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Monitor timely completion of training regarding policies and procedures.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Provide training and guidance to BMEU employees regarding mail acceptance and verification policies and procedures.

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day
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None	Low	Moderate	Severe
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Utilizing Systems & Applications

PROFICIENCY

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day
Successful job performance does not require proficiency in this task.	A new employee must learn to perform this task within the first 6-12 months on the job.	A new employee must learn to perform this task within the first 3-6 months on the job.	A new employee must learn to perform this task within the first 1-3 months on the job.	A new employee must learn to perform this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.

CONSEQUENCE

None	Low	Moderate	Severe
No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.

Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day
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None	Low	Moderate	Severe
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Monitor and address service requests in C360 relating to postage statement errors, mailing activities, permit numbers, verifying credentials, and mail acceptance information.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	PROFICIENCY						CONSEQUENCE			
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within First 30 Days	Proficient on First Day	None	Low	Moderate	Severe
	Successful job performance does not require proficiency in this task.	A new employee must learn this task within the first 6-12 months on the job.	A new employee must learn this task within the first 3-6 months on the job.	A new employee must learn this task within the first 1-3 months on the job.	A new employee must learn this task within the first 30 days on the job.	A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided.	No impact to operations.	Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.	Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time.	Major impact to operations. Unrecoverable or lost revenue.
	Not Needed	Proficient Within 6-12 Months	Proficient Within 3-6 Months	Proficient Within 1-3 Months	Proficient Within 30 Days	Proficient on First Day	None	Low	Moderate	Severe
Review and verify customer information using postal systems (e.g., Web Box Based Activity Tracking System [WebBATS], Business Customer Gateway [BCG]) and document findings for records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View business reply mail accounts in PostalOne and ensure payment for fees are processed correctly to the customer account.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitor and respond to emails to communicate updates, provide information, and address discrepancies with customer accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure agents have access to appropriate applications, systems, communication lines, and related materials necessary to perform work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**KSA Frequency, Importance, and Proficiency**

**Knowledge, Skills, and Abilities (KSAs)  
KSA Frequency, Importance, and Proficiency Ratings**

**Instructions**

This section includes a list of knowledge, skills, and abilities (KSAs). For each KSA, you will be asked to indicate the frequency, importance, and proficiency, as it relates to your job within the BMEU or MSSC. For each KSA, choose the rating that best reflects the frequency, importance and proficiency of each KSA for your job. Your ratings should reflect your current Form 50 role and assignment within the BMEU or MSSC.

Frequency is how often you need a KSA. For Frequency, consider how often you typically use the KSA across a given year. For example, KSAs that are used only once or twice a year would be Not Needed or Rarely.

Importance is how essential a KSA is to being successful in your job. For Importance, consider if the KSA is related to successfully performing your job within the BMEU or MSSC and how the KSA may impact your work. For example, KSAs that are used daily and are highly related to successfully performing your job would be rated critical.

Proficiency is how soon a new employee must be able to perform the task independently. Consider how long it should take for a new employee to learn the KSA through a combination of training and/or on-the-job experience. For example, a KSA that would be expected for a new hire to know right away and is not covered through training would be rated as Needed on First Day.

There is a total of 57 KSAs. The KSAs are grouped by common themes and similarity with other KSAs.

Use the rating scales below to rate each KSA statement:

FREQUENCY			
How frequently do you need to use this KSA while performing your job? Regardless of the importance of the KSA, indicate how often you rely on it for successful overall job performance, and how often you would need this KSA to perform assigned job tasks.			
Not Needed	Monthly--Annually	Weekly	Daily
do not need this KSA in my current job.	I use this KSA monthly, a few times per month or up to a few times per year.	I use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.

IMPORTANCE			
How Important/relevant is this KSA for successfully performing your job? Regardless of the frequency of the KSA, indicate how critical it is for successful overall job performance.			
Not Important/Relevant	Somewhat Important/Relevant	Important/Relevant	Critical/ Highly Relevant
This KSA is not important or relevant to successful performance of my current job.	This KSA is somewhat important and relevant to my job. Lack of this KSA has	This KSA is important and relevant to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical and highly relevant to my job. Lack of this KSA has very serious negative impact on job performance.

some negative impact on job performance.

PROFICIENCY					
By when must a new employee be able to use this KSA on the job? Consider how long it should take for a new employee to learn the KSA through a combination of training and/or on-the-job experience.					
Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
This KSA is not needed for the job.	Proficiency in this KSA is necessary within the first 6-12 months on the job.	Proficiency in this KSA is necessary within the first 3-6 months on the job.	Proficiency in this KSA is necessary within the first 1-3 months on the job.	Proficiency in this KSA is required within the first month on the job.	Proficiency in this KSA is required the first day on the job. Full proficiency is expected; training is not provided.

Communication

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed within 1-3 Months	Needed Within 30 Days	Needed on First Day
	I do not need this KSA in my current job.	I use this KSA monthly, a few times per month, or up to a few times per year.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	This KSA is not needed for the job.	Proficiency in this KSA is necessary within the first 6-12 months on the job.	Proficiency in this KSA is necessary within the first 3-6 months on the job.	Proficiency in this KSA is necessary within the first 1-3 months on the job.	Proficiency in this KSA is required within the first month on the job.	Proficiency in this KSA is required the first day on the job. Full proficiency is expected; training is not provided.
Ability to provide direction and guidance to stakeholders regarding acceptance, verification, and compliance policies and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to maintain composure, de-escalate potentially contentious situations in the midst of stressful conditions, disagreements and interpersonal conflicts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to communicate orally and in writing sufficient to express ideas or facts clearly and logically when answering questions, giving instructions, or explaining postal regulations and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to provide guidance, coaching, and assistance to co-workers or internal stakeholders on processes, policies, procedures, systems, tools, workflow manuals and job aids.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to communicate with colleagues and customers sufficient to clarify product and service information, assess mailing needs, and explain terminology, regulations, and policies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to build and maintain positive working relationships with stakeholders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within 6-12 Months	Needed Within 3-6 Months	Needed within 1-3 Months	Needed Within 30 Days	Needed on First Day

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
	I do not need this KSA in my current job.	I use this KSA monthly, a few times per month, or up to a few times per year.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	This KSA is not needed for the job.	Proficiency in this KSA is necessary within the first 6-12 months on the job.	Proficiency in this KSA is necessary within the first 3-6 months on the job.	Proficiency in this KSA is necessary within the first 1-3 months on the job.	Proficiency in this KSA is required within the first month on the job.	Proficiency in this KSA is required on the first day on the job. Full proficiency is expected; training is not provided.
Ability to provide guidance, direction, and assistance to external customers on using customer-facing systems and applications (e.g., Business Customer Gateway).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to collaborate and coordinate with stakeholders to identify, troubleshoot, and resolve discrepancies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to follow instructions, either oral or written, (e.g., job aids, directions included in forms, manuals) sufficient to apply relevant information based on specific programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to provide information and status updates to internal and external stakeholders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to provide training to stakeholders regarding appropriate use of systems, applications, tools, and technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to work with people tactfully and respectfully to provide customer service, including responding to complaints, troubleshooting and resolving problems, and exercising courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Characteristics

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
	I do not need this KSA in my current job.	I use this KSA monthly, a few times per month, or up to a few times per year.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	This KSA is not needed for the job.	Proficiency in this KSA is necessary within the first 6-12 months on the job.	Proficiency in this KSA is necessary within the first 3-6 months on the job.	Proficiency in this KSA is necessary within the first 1-3 months on the job.	Proficiency in this KSA is required within the first month on the job.	Proficiency in this KSA is required on the first day on the job. Full proficiency is expected; training is not provided.
Ability to obtain and maintain a valid drivers license.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



	FREQUENCY				IMPORTANCE				PROFICIENCY					
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Ability to use safety protocols, processes, and procedures to complete work assignments and tasks such as inspecting mailpieces or staging mail in a safe manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to monitor several on-going situations and/or responsibilities at the same time and make timely decisions without assistance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Willingness to travel for work-related activities and events.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to be flexible and to adapt quickly to changing conditions, priorities, systems, policies, tools, and technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to complete assigned work and related tasks without immediate, on-site supervision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Physical Abilities**

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
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Ability to scan mailpieces and container labels using handheld scanner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to push wheeled carts and pallet jacks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to lift mail containers (e.g., sacks, trays) up to 70 lbs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to visually review mailpieces for mail classification and characteristics.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	FREQUENCY				IMPORTANCE				PROFICIENCY					
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Ability to use weight scales sufficient to weigh mail to complete mail verification.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Policies & Procedures**

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
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Ability to learn and apply new information to identify changes to new and existing processes and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of SOX compliance processes, policies, and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of revenue protection processes, policies, and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of Business Mail Acceptance (BMA) policies, procedures, products, and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of Business Mail Acceptance (BMA) policies and procedures related to account types and permits sufficient to identify root causes of mailing discrepancies and errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the provisions of local and national bargaining unit agreements including job bidding, overtime and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	FREQUENCY				IMPORTANCE				PROFICIENCY					
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Knowledge of USPS policies and standards as defined in the Domestic Mail Manual (DMM) International Mail Manual (IMM), and Publication 52, sufficient to inform decisions regarding permits, customer accounts, and products and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Products & Services

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
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Knowledge of mailpiece physical and content standards (e.g., addresses, zip codes, barcodes) and mailing requirements sufficient to determine mail type and rate based on the mailpiece and pieceweight.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of mailpiece information and attributes (e.g., barcodes, physical standards, addresses, permit) sufficient to identify mail type and related information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of physical mailpiece characteristics and typical errors (e.g., intelligent mail barcode errors) sufficient to respond to customer questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of Mailer Scorecard including typical errors sufficient to respond to basic customer questions (e.g., how to request account review and pay an assessment).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products and services including permits, pre-cancelled, non-profit, periodicals, and other mail types.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	FREQUENCY				IMPORTANCE				PROFICIENCY					
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Knowledge of mailpiece classification (e.g., First-class, marketing mail, non-profit, periodicals, packages services) sufficient to provide direction and guidance to customers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of forms and applications required for each type of product or service (e.g., non-profit, periodicals).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Research & Analysis

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
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Ability to investigate and determine root causes of mail acceptance, verification, and compliance discrepancies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to investigate and determine root causes of customer account and service related discrepancies and inquiries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to investigate and determine root causes of discrepancies related to mailability, mail classification, mail fees and rates, and payment systems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to review and analyze data reports to identify trends and insights and develop recommendations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to research and review customer account information to verify payments are accurately reconciled with and credited to customer account.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to measure and weigh mailpieces to determine the mail category (e.g., flat, letter, machinable) and postage rate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
	I do not need this KSA in my current job.	I use this KSA monthly, a few times per month, or up to a few times per year.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	This KSA is not needed for the job.	Proficiency in this KSA is necessary within the first 6-12 months on the job.	Proficiency in this KSA is necessary within the first 3-6 months on the job.	Proficiency in this KSA is necessary within the first 1-3 months on the job.	Proficiency in this KSA is required within the first month on the job.	Proficiency in this KSA is required the first day on the job. Full proficiency is expected; training is not provided.
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within 6-12 Months	Needed Within 3-6 Months	Needed Within 1-3 Months	Needed Within 30 Days	Needed on First Day
Ability to research information using multiple resources (e.g., PostalExplorer, Job Aids, PostalPro, Domestic Mail Manual, Informational Mail Manual) to identify information including mailing requirements, pricing, and services and address questions and concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to identify and analyze customer problems, including gathering necessary information and resources, evaluating and summarizing the information, and arriving at an appropriate recommendation or course of action.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to compare information sufficient to verify mailpiece information and review customer information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to research and review information from a variety of sources to troubleshoot and resolve discrepancies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to perform basic mathematical computations such as addition, subtraction, multiplication and division with whole numbers, fractions and decimals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Systems & Applications

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
	I do not need this KSA in my current job.	I use this KSA monthly, a few times per month, or up to a few times per year.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	This KSA is not needed for the job.	Proficiency in this KSA is necessary within the first 6-12 months on the job.	Proficiency in this KSA is necessary within the first 3-6 months on the job.	Proficiency in this KSA is necessary within the first 1-3 months on the job.	Proficiency in this KSA is required within the first month on the job.	Proficiency in this KSA is required the first day on the job. Full proficiency is expected; training is not provided.
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within 6-12 Months	Needed Within 3-6 Months	Needed Within 1-3 Months	Needed Within 30 Days	Needed on First Day
Knowledge of systems and applications (e.g., PostalOne, Business Customer Gateway [BCG], c360, self-service terminal [SST]) to process transactions, including inputting information, looking up account information, and completing forms.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	FREQUENCY				IMPORTANCE				PROFICIENCY					
	Not Needed	Monthly-Annually	Weekly	Daily	Not Important	Somewhat Important	Important	Critical	Not Needed	Needed Within First 6-12 Months	Needed Within First 3-6 Months	Needed Within First 1-3 Months	Needed Within First 30 Days	Needed on First Day
	I do not need this KSA in my current job.	I use this KSA monthly, a few times per month, or up to a few times per year.	I need to use this KSA weekly, or up to a few times per week.	I need to use this KSA daily, or up to many times per day.	This KSA is not important to successful job performance in my current job.	This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance.	This KSA is important to my job. Lack of this KSA has considerable negative impact on job performance.	This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences.	This KSA is not needed for the job.	Proficiency in this KSA is necessary within the first 6-12 months on the job.	Proficiency in this KSA is necessary within the first 3-6 months on the job.	Proficiency in this KSA is necessary within the first 1-3 months on the job.	Proficiency in this KSA is required within the first month on the job.	Proficiency in this KSA is required the first day on the job. Full proficiency is expected; training is not provided.
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to use computer software and components (e.g., keyboard, mouse) to create and send correspondence, enter data into systems of record, and lookup information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of systems and applications (e.g., PostalOne, Business Customer Gateway [BCG], c360, self-service terminal [SST]) to provide customer service and lookup customer account information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Equipment, Systems, & Technology Frequency

Equipment, Systems, and Technology  
Equipment, Systems, and Technology Ratings

Instructions

The next page includes a list of equipment, systems, and technology you might use to perform job tasks. For each equipment, system, or technology, you will be asked to provide frequency ratings.

Frequency is how often you use the equipment, system, or technology to perform job tasks as part of your job within the BMEU or MSSC. Your ratings should reflect your current Form 50 role and assignment.

There is a total of 57 equipment, systems, and technologies.

Use the rating scales below to rate each statement:

FREQUENCY			
How frequently do you need to use this equipment, system, or technology while performing your job?			
How often do you rely on this equipment, system, or technology for successful overall job performance, and how often do you need this equipment, system, or technology to perform assigned job tasks?			
Not Needed	Monthly-Annually	Weekly	Daily
I do not need this in my current job.	I use this system or technology monthly, a few times per month up to a few times per year to perform job tasks.	I use this system or technology weekly, up to a few times per week to perform job tasks.	I use this daily, or up to many times per day to perform job tasks.

Equipment, Systems and Technology

FREQUENCY

Not Needed	Monthly-Annually	Weekly	Daily
I do not need this in my current job.	I use this monthly, a few times per month, or up to a few times per year to perform job tasks.	I use this weekly, or up to a few times per week to perform job tasks.	I use this daily, or up to many times per day to perform job tasks.

	Not Needed	Monthly-Annually	Weekly	Daily
Business Customer Gateway (BCG)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MID GRID Tool (MallerID)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ePost Office Box Online (ePobol)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informed Visibility (IV)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Premium Forwarding Service Commercial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Click n Ship (Business Pro)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PostelPro	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calibration Weights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer (Desktop/Laptop)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handheld scanners (e.g., Zebra, IMD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Monthly-Annually	Weekly	Daily
Every Door Direct Mail (EDDM) Tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility Access and Shipment Tracking (FAST)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price Notice 123	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PostalOne	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rubber Stamper (e.g., rotary dater)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Office Suite (e.g., Outlook, Excel, Word)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scissor Lift	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PostalExplorer (e.g., IMM, DMM, Customer Support Rulings)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise Imaging Workflow System (eIWS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Monthly-Annually	Weekly	Daily
Package Viewer, WEB APAT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Templates for Verification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
VPN token	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Tracking & Reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zipcode Lookup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Enrollment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eRegistration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Support Rulings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industry Alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mail Transport Equipment Ordering (MTEOR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Monthly-Annually	Weekly	Daily
Electronic Marketing Reporting System (EMRS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight Scales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EDW/Mailer Scorecard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Labeling & Distribution System (CLDS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise Data Warehouse (EDW)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Postal Explorer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise Verification System (EVS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Postal Updates (e.g., Bulletin, Digest)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C360	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self Service Terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Monthly-Annually	Weekly	Daily
Pallet Jack (manual)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single Package Lookup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FREQUENCY

Not Needed	Monthly-Annually	Weekly	Daily
I do not need this in my current job.	I use this monthly, a few times per month, or up to a few times per year to perform job tasks.	I use this weekly, or up to a few times per week to perform job tasks.	I use this daily, or up to many times per day to perform job tasks.

	Not Needed	Monthly-Annually	Weekly	Daily
Account Management System (AMS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intelligent Mail Small Business (IMSB) Tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BCG Kiosk (pilot project related)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mall Transport Equipment (MTE)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address Matching Engine Web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change of Address	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Genesys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise Payment System (EPS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not Needed	Monthly-Annually	Weekly	Daily
Promotions (Informed Delivery Campaign)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BMA Workflows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intelligent Mail Barcode	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eAdmin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BMA Webpages, Newsletter, Advisory, Industry Alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pallet Jack (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Meter Accounting and Tracking System (NMATS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Demographics

Demographics

The following demographic items are voluntary. Demographic information is used to verify the extent to which respondents are diverse and representative of employees in these jobs. Demographic data will only be reported in aggregate.

Age Range:

- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- 55 - 64 years old
- Over 65 years old

Racial Category (Check as many as apply):

- Native American or Alaska Native - A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
- Asian - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American - A person having origins in any of the black racial groups of Africa.
- Native Hawaiian or Other Pacific Islander - A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- White or Caucasian - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Are you Hispanic or Latino? (A person of Cuban, Mexican, Puerto Rican, Central American, South American, or other Spanish culture or origin, regardless of race.)

- Yes
- No

Gender:

- Male
- Female
- None of the Above



Privacy Act Statement: Your information and individual responses to survey questions will be used to provide the HQ Human Resource Office with decision making information based on your experience in job-related functions and participation in programs. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206 Your participation in the survey is voluntary. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function; to the Equal Employment Opportunity Commission when requested in connection with the investigation of a formal complaint; to the Merit Systems Protection Board or Office of Special Counsel for the purpose of litigation; and records regarding recipients of awards may be disclosed to the news media or the National Safety Council when consistent with the public's right to know. For more information on our privacy policies visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy)

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