

LABOR RELATIONS



August 30, 2022

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

USPS TRACKING #  
 9114901496451617774088

Dear Mr. Butts:

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

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

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

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

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

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

Resources are proposed to be allocated per standardized workload scores:

Minimum	Maximum	CRC EAS-17 Earned	CRS EAS-19 Earned
187.00	203.00	4	1
135.00	186.99	3	1
102.00	134.99	2	0
40.00	101.99	1	0

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

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

Sincerely,



Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosures

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**CUSTOMER RELATIONS SPEC (DISTRICT) (EAS-19)  
OCCUPATION CODE: 2370-0671**

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**FUNCTIONAL PURPOSE:**

Provides coordination, assistance, and directly participates in customer service programs and activities, associated with including delivery, retail, revenue generation, address programs, consumer affairs and claims, and relations with the local business community and congressional offices for a district. Preparing responses to customer inquiries, congressional, Postal Customer Council (PCC) inquiries, and Freedom of Information Act (FOIA) requests.

**DUTIES AND RESPONSIBILITIES:**

1. Plans, develops, and coordinates local initiatives designed to increase awareness of postal products, services, leads, retention and revenue generation.
2. Serves as a point of contact for the district customer relations manager on matters related to business mailer accounts, leads, claims, customer and congressional inquiries, and customer complaints.
3. Schedules and coordinates meetings regularly with internal stakeholders to provide assistance on use of postal products and services, ensuring customers receive information on mail preparation and customer inquiries and claims are resolved.
4. Coordinates, assists, and participates in the planning and presentation of information to customers at forums such as postal customer council meetings.
5. Investigates and coordinates prompt resolution of customer complaints initiated at the local level and responds to customers orally and in writing; serves as a liaison with the district consumer affairs office. Assist with responses to congressional and board of elections offices.
6. Provides program support, technical guidance related to customer experience systems, lead generation programs, and advice to managers, supervisors, and employees on customer service programs and issues.
7. Works closely with field operations managers (e.g., retail & delivery, mail processing) and supervisors to ensure employees are properly trained and provide prompt, courteous, reliable service.

**SUPERVISION:**

MANAGER CUSTOMER RELATIONS

**SELECTION METHOD:**

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

CUSTOMER RELATIONS COORDINATOR (EAS-17)  
OCCUPATION CODE: 2345-5035

FUNCTIONAL PURPOSE

Provides coordination, assistance, and directly participates in customer service programs and activities, including delivery, retail, revenue generation, address programs, consumer affairs and claims, and relations with the local business community and media for a large, complex post office and for a designated geographic area.

OPERATIONAL REQUIREMENTS

This position is intended for use in EAS-24 and above post offices.

DUTIES AND RESPONSIBILITIES

1. Coordinates with and assists the Postal Business Center in identifying and supplying leads and referrals for future contact by business center representatives; assists in planning, developing, and coordinating local initiatives designed to increase awareness of postal products and services and generate revenue.
2. Serves as a point of contact for the district office on matters related to business mailer accounts, business mail acceptance, expedited mail services, mail piece design, address readability, claims and inquiries, and customer complaints.
3. Schedules and meets regularly with business customers to provide assistance on use of postal products and services, ensuring customers receive information on mail preparation and the equipment and materials necessary for mailings.
4. Identifies problems and makes recommendations to managers and supervisors for service improvements; coordinates implementation of district, area, and national programs and policies as directed.
5. Coordinates, assists and participates in the planning and presentation of information to customers at forums such as postal customer council meetings.
6. Investigates and coordinates prompt resolution of customer complaints initiated at the local level and personally responds to customers orally and in writing; serves as a liaison with the district consumer affairs office.
7. Provides program oversight, technical guidance, and advice to managers, supervisors, and employees on customer service programs and issues.
8. Works closely with operations managers and supervisors to ensure employees are properly trained and provide prompt, courteous, reliable service.

SUPERVISION

POSTMASTER

## SELECTION METHOD

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

## REQUIREMENTS

1. Knowledge of postal products and services at a level sufficient to provide technical guidance to customers, managers, supervisors, and employees.
2. Ability to plan, coordinate, and participate in customer service programs and activities designed to increase customer awareness and understanding of postal products and services.
3. Ability to identify potential customers for postal products and services.
4. Ability to identify problems and make recommendations for service improvements.
5. Ability to communicate orally and in writing to respond to customer complaints, serve as a liaison with the consumer affairs office, and present information on postal products and services.
6. Ability to work cooperatively and interact positively with customers, managers, supervisors, and Postal Business Center personnel.

# PROPOSED

## CUSTOMER RELATIONS COORDINATOR (EAS-17) OCCUPATION CODE: 2345-5035

### FUNCTIONAL PURPOSE

Provides coordination, assistance, and directly participates in customer service programs and activities, including delivery, retail, revenue generation, address programs, consumer affairs and claims, and relations with the local business community and media for a designated geographic area.

### DUTIES AND RESPONSIBILITIES

1. Coordinates with and assists in identifying and supplying leads and referrals for future contact by business service network representatives. Assists in planning, developing, and coordinating local initiatives designed to increase awareness of postal products and services and generate revenue.
2. Serves as a point of contact on matters related to business mailer accounts, business mail acceptance, expedited mail services, mail piece design, address readability, claims and inquiries, and customer complaints.
3. Schedules and meets regularly with business customers to provide assistance on use of postal products and services, ensuring customers receive information on mail preparation and the equipment and materials necessary for mailings.
4. Identifies problems, troubleshoots issues, and makes recommendations for customer service improvements. Coordinates implementation of programs and policies at the district level.
5. Plans and coordinates meetings and events, and prepares information for presentation to customers at forums such as postal customer council meetings.
6. Investigates and coordinates prompt resolution of customer complaints initiated at the local level and personally responds to customers orally and in writing; serves as a liaison with the district consumer affairs office.
7. Provides support, guidance, and advice to internal stakeholders and external customers on customer service programs and issues.
8. Provides customer service training and guidance to field employees to ensure prompt, courteous, and reliable service.

### SUPERVISION

Manager Customer Relations

### SELECTION METHOD

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

## REQUIREMENTS

1. Knowledge of postal products and services at a level sufficient to provide technical guidance to customers, managers, supervisors, and employees.
2. Ability to plan, coordinate, and participate in programs and activities designed to increase customer awareness and understanding of postal products and services.
3. Ability to identify potential customers for postal products and services.
4. Ability to identify problems and make recommendations for service improvements.
5. Ability to communicate orally and in writing to respond to customer complaints, serve as a liaison and present information on postal products and services.
6. Ability to work cooperatively and interact positively with internal stakeholders and external customers .



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**Customer Relations  
Coordinators  
Customer Relations  
Specialists**

**NAPS Presentation**

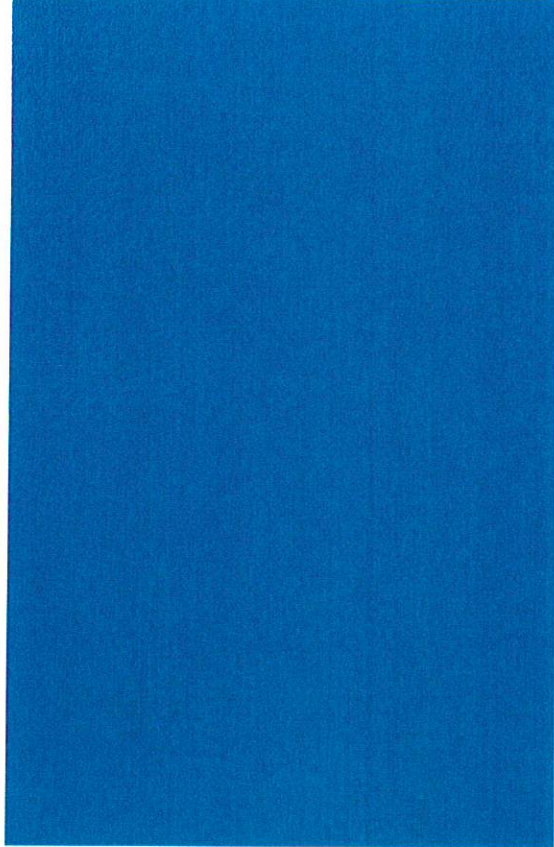
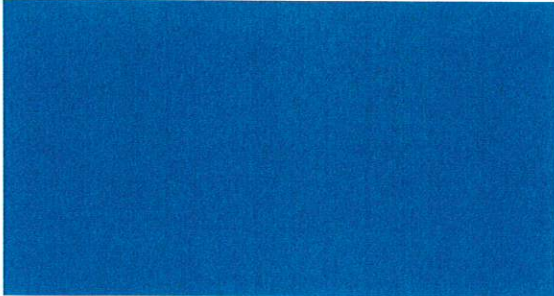
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# Customer Relations Coordinators

## Project Background



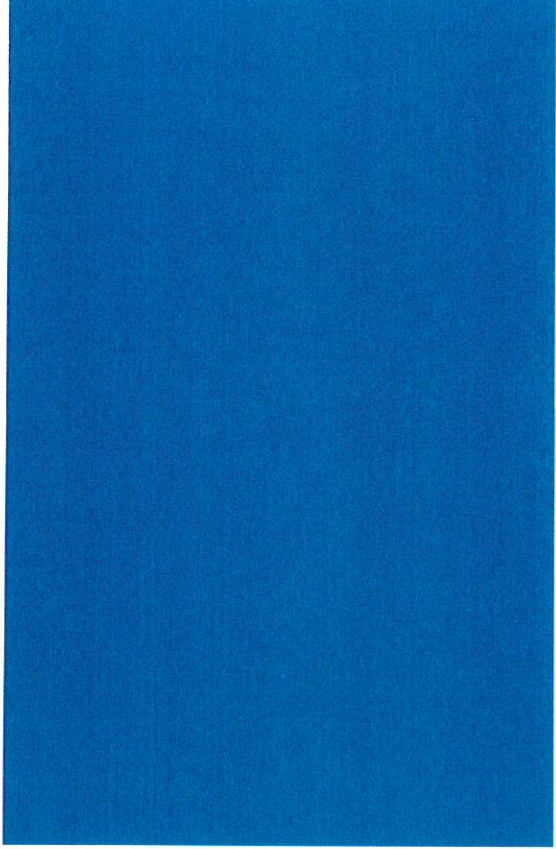
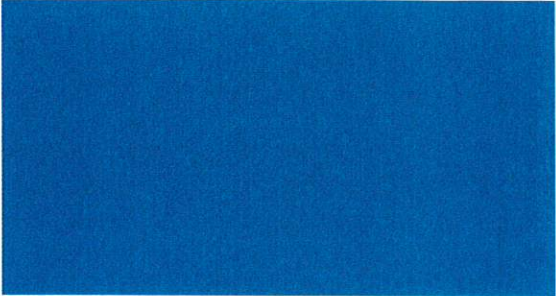
## Project Background

Customer Relations Coordinators provide coordination, assistance, and directly participate in customer service programs and activities for a designated geographic area.

- Currently, Customer Relations Coordinators report directly to Postmasters across the country.
- The proposal is to transition this work to the Customer Relations Structure under the Chief Customer & Marketing organization – VP Customer Experience.

# Customer Relations Coordinators

Current State

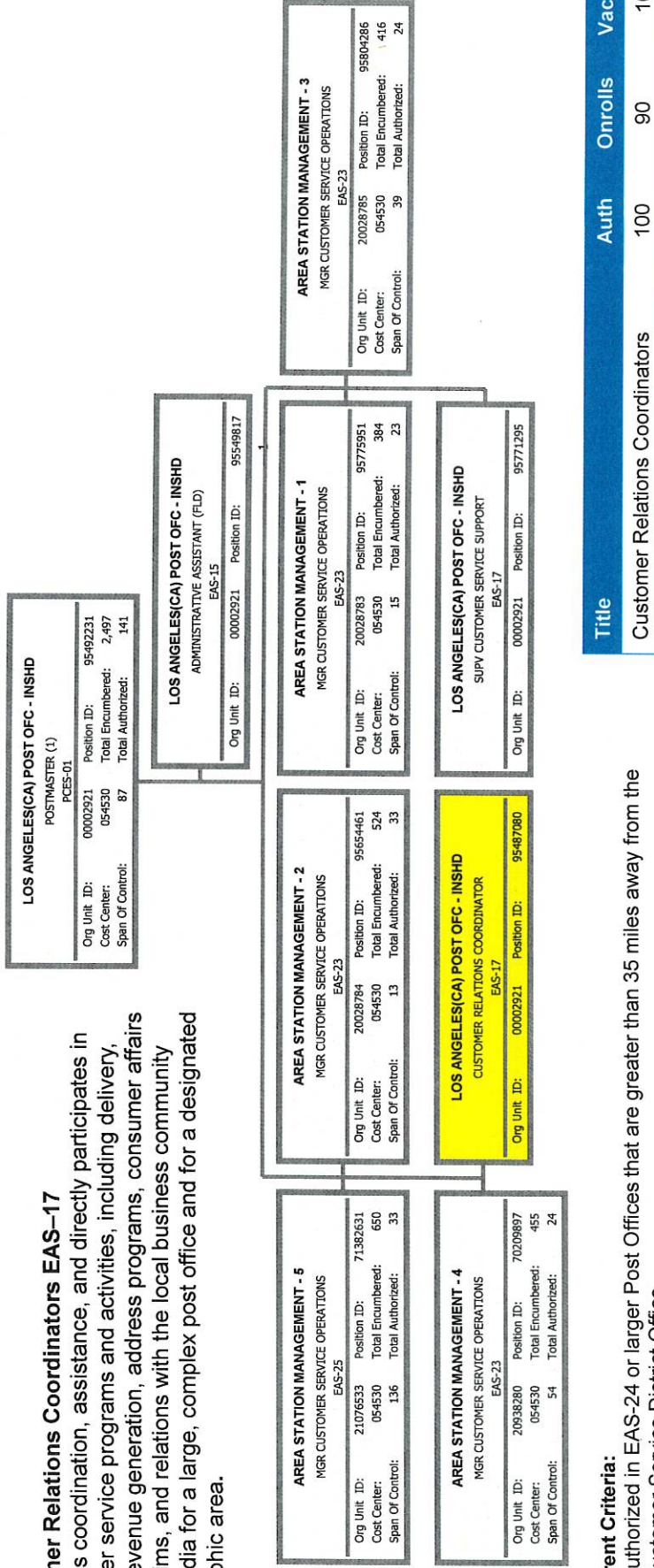




# Customer Relations Coordinator – Current State (Example)

## Customer Relations Coordinators EAS-17

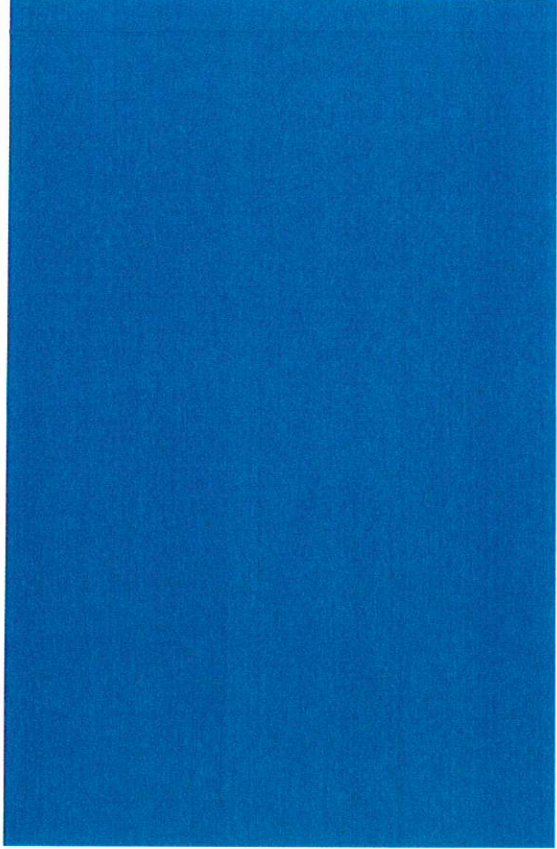
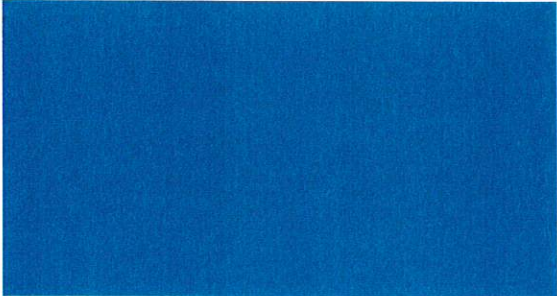
Provides coordination, assistance, and directly participates in customer service programs and activities, including delivery, retail, revenue generation, address programs, consumer affairs and claims, and relations with the local business community and media for a large, complex post office and for a designated geographic area.



### Current Criteria:

- Authorized in EAS-24 or larger Post Offices that are greater than 35 miles away from the Customer Service District Office.
- Position currently receives direction from Postmaster.
- Variation on how this position is used. Often leveraged to handle customer complaints, interact with local government officials, work with business mailers, and coordinate customer/Postal Customer Council events.

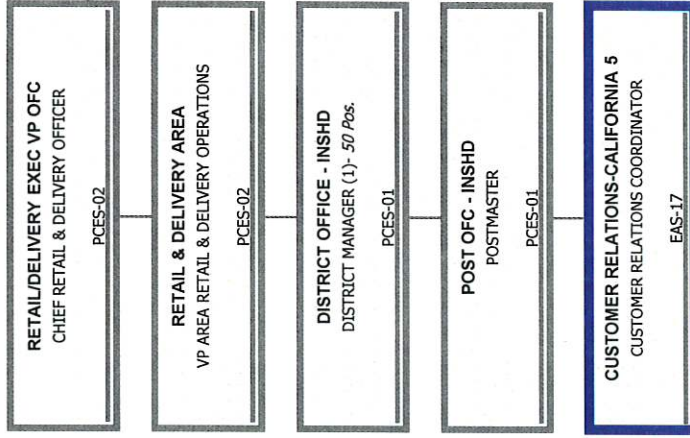
# Customer Relations Proposed





# Customer Relations Coordinators - Proposal

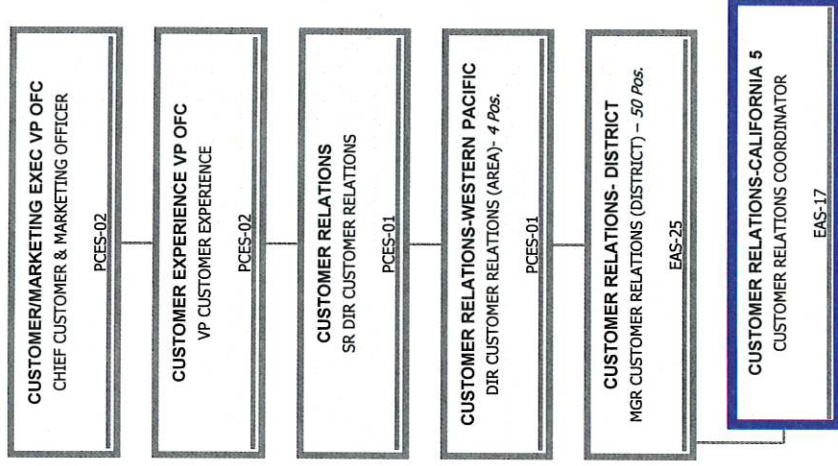
Current



100  
Positions

Change in reporting relationship

Proposed



107  
Positions

CRC EAS-17 Authorizations

Current	Proposed	Difference
100	107	+7





District Customer Relations Staffing Criteria - Proposed

Customer Relations Coordinators EAS-17 and Customer Relations Specialists EAS-19 allocated to Districts based on workload model comprised of four factors;

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

Min	Max	CRC-17 Earned	CRS-19 Earned
187.00	203	4	1
135.00	186.99	3	1
102.00	134.99	2	0
40.00	101.99	1	0



District Customer Relations Staffing Criteria - Proposed

The proposed changes would result in an increase to total complement by 10.

Job	Current Auths	Proposed Auths	Current vs Proposed Auths
CRS EAS-17	100	107	+7
CRS EAS-19	17	20	+3
<b>Total</b>	<b>117</b>	<b>127</b>	<b>+10</b>

Proposed criteria contains 3 exceptions for EAS-19 CRC authorizations;

- California, Hawaii, and Puerto Rico Districts do not earn an EAS-19 Customer using the workload model- they will retain current EAS-19 authorizations (keeping the EAS-19 auth in lieu of one earned EAS-17).
- California District contains Los Angeles which is a concentrated and complex area. Hawaii and Puerto Rico are off-shore sites that do not have a Manager Consumer Affairs EAS-21. Retaining their EAS-19 resource would be of benefit to these districts.

