

APR 26 2023

LABOR RELATIONS



April 25, 2023

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

Dear Mr. Butts:

The Postal Service proposes to establish relief supervisor jobs to properly support supervisory staffing and contribute towards the Postal Service's objective in eliminating the need for temporary 204b staffing. Relief Supervisors will provide coverage for front-line supervisors on scheduled days off and other absences. The following supervisor jobs are to be established:

Title	Occ Code	Level
Supervisor Customer Services (Relief)	2310-xxxx	EAS-17
Supervisor Distribution Operations (Relief)	2315-xxxx	EAS-17
Supervisor Maintenance Operations (Relief)	2355-xxxx	EAS-17
Supervisor Logistics Operations (Relief)	2150-xxxx	EAS-17

Relief supervisor jobs will be authorized based on a 1:5 ratio in installations that meet the requirement of 5 traditional supervisor positions. These authorizations will result in more than 2,500 relief positions.

Successful applicants for relief supervisor positions will be enrolled in USPS Supervisor Program Training unless already qualified.

This proposal and enclosed job descriptions are being provided for your review and any recommendations you may have pursuant to Title 39, U.S. Code §1004(d). Please contact Paulita Wimbush at extension 4042 if you have questions concerning this matter.

Sincerely,

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

Bruce A. Nicholson  
Director  
Labor Relations Policies and Programs

Enclosures

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

**FUNCTIONAL PURPOSE**

Serves as a relief supervisor for one or more Postal logistics facilities within an assigned territory. Supervises craft employees providing maintenance and/ or custodial services at a Postal mail processing or logistics facility. Works a non-standard, flexible schedule to cover tours and facilities within a designated commuting distance.

**DUTIES AND RESPONSIBILITIES**

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

## SUPERVISION

Manager Maintenance Operations or manager of the assigned unit.

## SELECTION METHOD

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

## REQUIREMENTS

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

SUPV LOGISTICS OPERATIONS (RELIEF) (EAS-17)  
OCCUPATION CODE: 2150-XXXX

FUNCTIONAL PURPOSE

Serves as a relief supervisor for one or more Postal logistics facilities within an assigned territory. Supervises bargaining unit employees performing logistics activities for the Postal Service, including drivers and dock workers. Works a non-standard, flexible schedule to cover tours and facilities within a designated commuting distance.

DUTIES AND RESPONSIBILITIES

1. Provides relief supervision for logistics functions at Postal facilities. Maintains a flexible work schedule and perform duties at various locations or tours, sometimes with minimal advance notice.
2. Supervises logistics operations. Conducts yard checks, inspects vehicles, monitors drivers scan compliance, ensures trips are departed on time, and vehicles are secured. Schedules additional routes as needed to ensure timely mail delivery. Troubleshoots logistical and transportation issues and makes adjustments to meet service standards.
3. Supervises bargaining unit employees and assigns work to maximize operational efficiency. Provides training and monitors performance. Ensures overtime usage adheres to applicable local and national contractual agreements and Postal policy. Conducts daily team meetings and stand-up talks with employees. Investigates grievances and responds to inquiries from union representatives. Completes paperwork to schedule physicals and coordinates monthly drug screening for Postal vehicle drivers to ensure compliance with Postal policies and Department of Transportation (DOT) regulations.
4. Manages employee attendance and reinforces attendance control policies, to ensure accurate timekeeping and adherence to Postal policies and procedures.
5. Uses logistics reports to identify and resolve deficiencies, such as Yard Visibility, Surface Visibility, and Informed Visibility. Provides regular status reports to leadership.
6. Monitors employees and the workplace to ensure safe and efficient work practices. Conducts on the road driving observations and accident investigations. Identifies safety and health hazards and takes action to resolve issues in a timely manner. Enforces zero tolerance policy for workplace violence and ensures threat assessment procedures are in place.

SUPERVISION

Manager Logistics or designated unit manager

SELECTION METHOD

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

## REQUIREMENTS

1. Knowledge of dispatch operations, logistics operations, policies and procedures, including transportation routes, trip schedules, and Department of Transportation (DOT) regulations for drivers, sufficient to explain to others and answer questions about the operation.
2. Knowledge of the provisions of local and national bargaining unit agreements related to logistics operations, including job bidding, overtime, and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.
3. Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
4. Skill using computers sufficient to access data and generate reports.
5. Ability to investigate, troubleshoot and address logistical issues, such as adjusting transportation routes and schedules, to ensure timely and efficient mail transportation and adhere to integrated operating plans and service standards.
6. Ability to read and interpret data reports and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
7. Ability to communicate orally and in writing to facilitate individual and group discussions, set work expectations, coordinate work, and document events such as grievances and accident investigations.
8. Ability to maintain composure, de-escalate potentially contentious situations and foster positive work relationships in the midst of stressful conditions, disagreements and interpersonal conflicts.
9. Ability to adhere to applicable safety and health policies and practices and recognize potential safety issues sufficient to identify and reinforce actions to mitigate risks.
10. SPECIAL CONDITION: Willingness to work non-standard, flexible shifts at multiple facilities within a designated commuting distance, potentially with minimal prior notice.

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

FUNCTIONAL PURPOSE

Serves as a relief supervisor for one or more Postal processing and distribution facilities within an assigned territory. Supervises bargaining unit employees performing processing and distribution. Works a non-standard, flexible schedule to cover tours and facilities within a designated commuting distance.

DUTIES AND RESPONSIBILITIES

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

SUPERVISION

Manager, Distribution Operations or designated unit manager.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of mail processing operations, policies and procedures, including mail flow guidelines, staging, dispatching, scanning requirements, mail class prioritization, sort plans, and machine performance reports, sufficient to explain to others and answer questions about the operation.

2. Knowledge of the provisions of local and national bargaining unit agreements related to processing operations, including job bidding, overtime, and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.
3. Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
4. Skill using computers sufficient to access data and generate reports.
5. Ability to investigate, troubleshoot and address processing issues to ensure effective mail flow and adhere to productivity goals and service standards.
6. Ability to read and interpret data reports and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
7. Ability to communicate orally and in writing to facilitate individual and group discussions, set work expectations, coordinate work, and document events such as grievances and accident investigations.
8. Ability to maintain composure, de-escalate potentially contentious situations and foster positive work relationships in the midst of stressful conditions, disagreements and interpersonal conflicts.
9. Ability to adhere to applicable safety and health policies and practices and recognize potential safety issues sufficient to identify and reinforce actions to mitigate risks.
10. SPECIAL CONDITION: Willingness to work non-standard, flexible shifts at multiple facilities within a designated commuting distance, potentially with minimal prior notice.

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

FUNCTIONAL PURPOSE

Serves as a relief supervisor for one or more Postal retail and/or delivery facilities within an assigned territory. Supervises bargaining unit employees providing retail and/or delivery services. Works a non-standard, flexible schedule to cover tours and facilities within a designated commuting distance.

DUTIES AND RESPONSIBILITIES

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

SUPERVISION

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

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of delivery operations, policies and procedures, including route evaluations, delivery



services, mail dispatch and delivery, sufficient to explain to others and answer questions about the operation.

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