LABOR RELATIONS

UNITED STATES
POSTAL SERVICE

December 6, 2022

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

Dear Ivan:

As a matter of general interest, the Postal Service is proposing updates to some Mail Processing and In-Plant Support job descriptions.

The proposed changes were developed based on results of job analysis studies and consultation with incumbents and managers over these jobs.

Below are the job titles and occupation codes of the job descriptions, the Postal Service is proposing to change.

Mail Processing Jobs

Occupation Code	Job Title	Grade Level
2302-0039	Plant Manager	EAS-25
2302-0038	Plant Manager	EAS-24
2315-0078	Lead Sr Mgr. Distribution Operations	EAS-26
2315-7138	Sr Mgr. Distribution Operations	EAS-25
2315-7139	Mgr. Distribution Operations	EAS-24
2315-7140	Mgr. Distribution Operations	EAS-22
2315-7141	Mgr. Distribution Operations	EAS-20
2315-0067	Mgr. Distribution Operations	EAS-19
2315-0087	Mgr. Distribution Operations	EAS-19

In-Plant Support Jobs

Occupation Code	Job Title	Grade Level
2315-0023	Mgr. In-Plant Support	EAS-25
2315-7145	Mgr. In-Plant Support	EAS-23
2315-7143	Mgr. In-Plant Support	EAS-21
0896-0009	Operations Industrial Engineer	EAS-23
0896-0005	Operations Industrial Engineer	EAS-21
2340-5043	Operations Support Specialist	EAS-20
2315-0068	Operations Support Specialist	EAS-17

The changes to the above job descriptions are proposed pursuant to Title 39 U.S. Code § 1004.

Enclosed are the proposed job descriptions, one with and one without changes identified.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

James Lloyd
Director (A)
Labor Relations Policies and Programs

Enclosures

~~OPERATIONS~~ INDUSTRIAL ENGINEER (~~FIELD~~PROCESSING) (EAS-21)
OCCUPATION CODE: 0896-~~XXXX~~0005

FUNCTIONAL PURPOSE

~~Oversees and applies nationwide~~Leads projects to improve service and performance of mail processing and maintenance operations by applying industrial engineering, standardization, and ~~continuos~~continuous improvement policies, standards, and processes ~~to improve service and cost performance through direct involvement in mail processing operations~~.

DUTIES AND RESPONSIBILITIES

1. Performs analysis of mail processing and maintenance operations using industrial engineering and continuous improvement principles to improve service, ~~productivity~~efficiency, and cost performance. Implements standardization programs and processes for mail processing and maintenance operations.

~~1. Implements national standardization programs and processes through direct involvement in mail processing operations to improve service, productivity, and cost performance.~~

2. ~~Develops costing and staffing models to promote the effective use of employees and equipment; provides advice and guidance on how to best schedule employees to meet mail volumes and time constraints.~~Analyzes daily performance and planning data (e.g., End of Run [EOR], Intelligent Plan Generator [IPG]) to evaluate facility performance; identifies opportunities to improve use of employees and equipment. Provides guidance on scheduling employees to meet operating plan goals at the facility level.

3. ~~Develops alternatives to improve operating performance and reduce costs; monitors the implementation of new procedures and evaluates and reports on results~~Analyzes and evaluates business processes and programs, including identification of positive and negative trends; develops strategies; provides recommendations for improvements to meet operational needs and enhance performance.

4. Collaborates with Headquarters Engineering for implementation of national initiatives. Provides support and input for the preparation and justification for new and altered facilities and equipment; recommends changes to workroom floor layout of equipment and operations.

5. Provides technical advice and guidance to managers on engineering practices and principles related to mail processing and maintenance operations ~~throughout the facility on all aspects of engineering; may coordinate the work of operations support specialists and technicians~~.

~~2. Oversees and monitors operations and equipment performance using national and local reporting metrics to improve service, productivity, and cost performance.~~

6. ~~Leads multi~~Collaborates with cross-functional teams working on service, cost and productivity improvement efforts related to mail processing and maintenance operations.

7. Provides training to mail processing and maintenance managers and employees on standardization and continuous improvement tools and processes to align with operational excellence using nationally developed training material.

8. Communicates orally and in writing to provide technical advice, program guidance, training and policy interpretation to both Headquarters and field officesrelevant stakeholders.

9. Analyzes and reviews changes to facility equipment, designs, processes, and staffing for safety risks; ensures adherence to relevant safety laws and regulations. Exercises a normal regard for the safety of self and others; uses normal protective care of materials and equipment used.

SUPERVISION

Manager of organizational unit to which assigned.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of industrial engineering theory, principles, techniques, and practices related to layout planning, work simplification, process analysis, root cause analysis work measurement, quality control, ergonomics, and material handling.

2. Ability to implement apply industrial engineering principles to projects as related to standardized work methods improvement, operational performance improvementefficiency, work measurement, and employee scheduling and staffing.

1. Ability to lead multi-functional performance improvement teams.

3. Ability to develop layouts and process flows for operations, processes, systems and equipment.

4. Ability to evaluate integrate experimental, prototype, and retrofit equipment.

4.5. Ability to extract, compile, and analyze data to identify impacts and develop recommendations on service and financial improvements to the organization.

6. Ability to provide oral and written technical guidance, training, and policy interpretation related to industrial engineering, standardization, and continuous improvement processes, to technical and non-technical audiences including excellent presentation and facilitation skills.

7. SPECIAL CONDITION: Willingness to travel and work outside regular schedule for special projects.

5.8. MINIMUM EDUCATION, TRAINING & EXPERIENCE REQUIREMENT: Applicants must possess a Bachelor's or graduate degree from~in~ an industrial engineering or professional engineering program accredited by the Engineering Accreditation Commission (EAC) of ABET. Preference eligible veterans qualify with a valid license as a Professional Engineer and six (6) years of professional industrial engineering experience. This requirement does not apply if ~you have~a position was ~ever~ held as a USPS career Operations Industrial Engineer position prior to May 23, 2017.

INDUSTRIAL ENGINEER (PROCESSING) (EAS-21)
OCCUPATION CODE: 0896-XXXX

FUNCTIONAL PURPOSE

Leads projects to improve service and performance of mail processing and maintenance operations by applying industrial engineering, standardization, and continuous improvement policies, standards, and processes.

DUTIES AND RESPONSIBILITIES

1. Performs analysis of mail processing and maintenance operations using industrial engineering and continuous improvement principles to improve service, efficiency, and cost performance. Implements standardization programs and processes for mail processing and maintenance operations.

2. Analyzes daily performance and planning data (e.g., End of Run [EOR], Intelligent Plan Generator [IPG]) to evaluate facility performance; identifies opportunities to improve use of employees and equipment. Provides guidance on scheduling employees to meet operating plan goals at the facility level.

3. Analyzes and evaluates business processes and programs, including identification of positive and negative trends; develops strategies; provides recommendations for improvements to meet operational needs and enhance performance.

4. Collaborates with Headquarters Engineering for implementation of national initiatives. Provides support and input for the preparation and justification for new and altered facilities and equipment; recommends changes to workroom floor layout of equipment and operations.

5. Provides technical advice and guidance to managers on engineering practices and principles related to mail processing and maintenance operations.

6. Collaborates with cross-functional teams working on service, cost and efficiency improvement efforts related to mail processing and maintenance operations.

7. Provides training to mail processing and maintenance managers and employees on standardization and continuous improvement tools and processes to align with operational excellence.

8. Communicates orally and in writing to provide technical advice, program guidance, training and policy interpretation to relevant stakeholders.

9. Analyzes and reviews changes to facility equipment, designs, processes, and staffing for safety risks; ensures adherence to relevant safety laws and regulations.

SUPERVISION

Manager of organizational unit to which assigned.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of industrial engineering theory, principles, techniques, and practices related to layout planning, work simplification, process analysis, root cause analysis, work measurement, quality control, ergonomics, and material handling.

2. Ability to apply industrial engineering principles to projects related to standardized work methods, operational efficiency, work measurement, and employee scheduling and staffing.

3. Ability to develop layouts and process flows for operations, systems, and equipment.

4. Ability to integrate experimental, prototype, and retrofit equipment.

5. Ability to extract, compile, and analyze data to identify impacts and develop recommendations on service and financial improvements to the organization.

6. Ability to provide oral and written technical guidance, training, and policy interpretation related to industrial engineering, standardization, and continuous improvement processes to technical and non-technical audiences.

7. SPECIAL CONDITION: Willingness to travel and work outside regular schedule for special projects.

8. EDUCATION, TRAINING & EXPERIENCE REQUIREMENT: Applicants must possess a Bachelor's or graduate degree from an industrial engineering or professional engineering program accredited by the Engineering Accreditation Commission (EAC) of ABET. Preference eligible veterans qualify with a valid license as a Professional Engineer and six (6) years of professional industrial engineering experience. This requirement does not apply if a position was held as a USPS career Operations Industrial Engineer position prior to May 23, 2017.

~~OPERATIONS~~ INDUSTRIAL ENGINEER (~~FIELD~~PROCESSING) (EAS-23)
OCCUPATION CODE: 0896-XXXX~~0009~~

FUNCTIONAL PURPOSE

Oversees and ~~applies~~ leads projects ~~nationwide industrial engineering, standardization, and continuous improvement policies, standards, and processes~~ to improve service and ~~cost~~ performance ~~through direct involvement in the largest~~ of mail processing and maintenance operations by applying industrial engineering, standardization, and continuous improvement policies, standards, and processes. Provides technical advice and guidance to lower-level industrial engineers ~~and operations support specialists~~.

DUTIES AND RESPONSIBILITIES

1. ~~Oversees and performs~~Leads the analysis of mail processing and maintenance operations using industrial engineering and continuous improvement principles to improve service, ~~productivity~~efficiency, and cost performance. Leads service indicator improvement projects; coordinates the implementation of standardization programs and processes for mail processing and maintenance operations.

~~Coordinates the implementation of national standardization programs and processes through direct involvement in mail processing operations to improve service, productivity, and cost performance.~~

2. Develops costing and staffing models to ~~promote~~evaluate the ~~effective~~ use of mail processing employees and equipment; provides advice and guidance on strategies for scheduling employees to meet operating plan goals at the facility level~~in how to best schedule employees to meet mail volumes and time constraints~~.

3. Oversees and monitors operations and equipment performance using national ~~and local reporting~~ metrics; identifies improvements to ~~improve~~service, productivity, and cost performance. Develops and presents alternatives to improve facility operating performance and reduce costs related to mail processing; monitors, evaluates, and reports on the implementation of new procedures.

~~Develops and reviews alternatives to improve operating performance and reduce costs; monitors the implementation of new procedures and evaluates and reports on results.~~

4. Collaborates with Headquarters Engineering for implementation of national initiatives. Provides support and input for the preparation and justification for new and altered facilities and equipment; recommends changes to workroom floor layout of equipment and operations.

5. Provides technical advice and guidance to managers ~~throughout the facility~~ on ~~all aspects of~~ engineering practices and principles, related to mail processing and maintenance operations; may coordinate the work of lower level ~~operations~~industrial engineers ~~and operations support specialist~~.

6. ~~Oversees and l~~Leads ~~multi~~cross-functional teams working on service, cost, and ~~productivity~~ efficiency improvement efforts.

7. Provides training to mail processing and maintenance managers and employees on standardization and continuous improvement tools and processes to align with operational excellenceusing nationally developed training material.

8. Communicates orally and in writing to provide technical advice, program guidance, training and policy interpretation to both Headquarters and field officesrelevant stakeholders.

9. Analyzes and reviews changes to facility equipment, designs, processes, and staffing for safety risks; ensures adherence to relevant safety laws and regulations.

1. Exercises a normal regard for safety of self and others; uses normal protective care of materials and equipment used.

SUPERVISION

Manager of organizational unit to which assigned.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of industrial engineering theory, principles, techniques and practices related to layout planning, work simplification, process analysis, root cause analysis, work measurement, quality control, ergonomics and material handling.

2. Ability to lead and implement industrial engineering principles projectsas related to work methodsthe -improvement of work methods, operational performance improvementefficiency, work measurement, cost benefit analysis, and employee scheduling and staffing.

3. Ability to analyze data and information to identify improvements, develop recommendations, and implement solutions to solve complex organizational problems.

4. Ability to evaluate the analysis and recommendations from project team members to provide feedback and guidance.

2.5. Ability to lead multicross-functional performance improvement teams.

3.6. Ability to develop layouts and process flows for operations, processes, systems and equipment.

4.7. Ability to evaluate integrate experimental, prototype, and retrofit equipment.

8. Ability to provide oral and written technical guidance, training, and policy interpretation related to industrial engineering, standardization, and continuous improvement processesmethods to technical and non-technical audiences, including excellent presentation and facilitation skills.

9. SPECIAL CONDITION: Willingness to travel and work outside regular schedule for special projects.

5.10. ~~MINIMUM~~ EDUCATION, TRAINING & EXPERIENCE REQUIREMENT: Applicants must possess a Bachelor's or graduate degree ~~in~~ from an industrial engineering or professional engineering program accredited by the Engineering Accreditation Commission (EAC) of ABET. Preference eligible veterans qualify with a valid license as a Professional Engineer and six (6) years of professional industrial engineering experience. This requirement does not apply if ~~you have ever~~ a position was held as a USPS career Operations Industrial Engineer position prior to May 23, 2017.

INDUSTRIAL ENGINEER (PROCESSING) (EAS-23)
OCCUPATION CODE: 0896-XXXX

FUNCTIONAL PURPOSE

Oversees and leads projects to improve service and performance of mail processing and maintenance operations by applying industrial engineering, standardization, and continuous improvement policies, standards, and processes. Provides technical advice and guidance to lower-level industrial engineers.

DUTIES AND RESPONSIBILITIES

1. Leads the analysis of mail processing and maintenance operations using industrial engineering and continuous improvement principles to improve service, efficiency, and cost performance. Leads service indicator improvement projects; coordinates the implementation of standardization programs and processes for mail processing and maintenance operations.

2. Develops costing and staffing models to evaluate the use of mail processing employees and equipment; provides advice and guidance on strategies for scheduling employees to meet operating plan goals at the facility level.

3. Oversees and monitors operations and equipment performance using national metrics; identifies improvements to service, efficiency, and cost performance. Develops and presents alternatives to improve facility operating performance and reduce costs related to mail processing; monitors, evaluates, and reports on the implementation of new procedures.

4. Collaborates with Headquarters Engineering for implementation of national initiatives. Provides support and input for the preparation and justification for new and altered facilities, equipment, and staffing; recommends changes to workroom floor layout of equipment and operations.

5. Provides technical advice and guidance to managers on engineering practices and principles, related to mail processing and maintenance operations; may coordinate the work of lower-level industrial engineers.

6. Leads cross functional teams working on service, cost, and efficiency improvement efforts.

7. Provides training to mail processing and maintenance managers and employees on standardization and continuous improvement tools and processes to align with operational excellence.

8. Communicates orally and in writing to provide technical advice, program guidance, training and policy interpretation to relevant stakeholders.

9. Analyzes and reviews changes to facility equipment, designs, processes, and staffing for safety risks; ensures adherence to relevant safety laws and regulations.

SUPERVISION

Manager of organizational unit to which assigned.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of industrial engineering theory, principles, techniques and practices related to layout planning, work simplification, process analysis, root cause analysis, work measurement, quality control, ergonomics and material handling. (1, 2, 3, 4, 5, 6, 7, 8, 9,

2. Ability to lead and implement industrial engineering projects related to the improvement of work methods, operational efficiency, work measurement, cost benefit analysis, and employee scheduling and staffing. (1, 2, 8)

3. Ability to analyze data and information to identify improvements, develop recommendations, and implement solutions to solve complex organizational problems. (1, 4, 5, 7,)

4. Ability to evaluate the analysis and recommendations from project team members to provide feedback and guidance.

5. Ability to lead cross-functional performance improvement teams. (2, 8)

6. Ability to develop layouts and process flows for operations, systems and equipment. (1, 2, 3, 4, 5, 11)

7. Ability to integrate experimental, prototype, and retrofit equipment. (7, 9)

8. Ability to provide oral and written technical guidance, training, and policy interpretation related to industrial engineering, standardization, and continuous improvement methods to technical and non-technical audiences, including professional presentation and facilitation skills. (7, 8)

9. SPECIAL CONDITION: Willingness to travel and work outside regular schedule for special projects.

10. EDUCATION, TRAINING & EXPERIENCE REQUIREMENT: Applicants must possess a Bachelor's or graduate degree from an industrial engineering or professional engineering program accredited by the Engineering Accreditation Commission (EAC) of ABET. Preference eligible veterans qualify with a valid license as a Professional Engineer and six (6) years of professional industrial engineering experience. This requirement does not apply if a position was held as a USPS career Operations Industrial Engineer position prior to May 23, 2017.

PLANT MANAGER (EAS-24)
OCCUPATION CODE: 2302-0038

FUNCTIONAL PURPOSE:

Manages ~~all operations at~~ a ~~high-volume, automated, mail~~ processing and distribution center, including ~~maintenance, logistics, motor vehicle service, and in-plant operations support~~ the equipment, facility, grounds and operations. Responsible for establishing and maintaining a cooperative and safe work environment.

OPERATIONAL REQUIREMENTS:

This position is authorized at Level EAS-24 mail processing facilities only. Level EAS-24 mail processing facilities generally process less than one trillion pieces ~~annually, and~~annually and have all mail processing activities performed in a single-level building.

DUTIES AND RESPONSIBILITIES:

1. ~~Manages the incoming and outgoing mail processing and distribution functions; evaluates trends in the performance of systems and equipment initiates action to resolve operational problems and ensure the most effective use of resources.~~

2. ~~Takes responsibility for service, financial, and safety performance for all assigned facilities; assumes responsibility for performance on the indicators covered in National Performance Assessment (NPA) for all assigned facilities.~~

3. ~~Manages mail processing operational issues and monitors performance for mailers and large customers; responsible for compliance with modern service standards of all classes of mail.~~

4. ~~Complies with logistics requirements; coordinates logistics and distribution requirements with other plant managers; assumes responsibility for the implementation of facility network changes.~~

5. ~~Manages the implementation of programs to improve productivity and reduce costs including systems to collect, track, and measure operational and equipment performance data.~~

6. ~~Manages the maintenance of the facility, systems, and equipment; ensures compliance with all maintenance standards, codes, and safety requirements; provides maintenance services to small non-maintenance capable, postal facilities with the assigned area.~~

7. ~~Coordinates with and maintains effective relationships with postmasters, customer service managers, and functional unit managers.~~

8. ~~Manages the activities of a work force through a staff of subordinate managers and supervisors; evaluates subordinate managers' performance; takes personnel actions; ensures that appropriate training programs are provided for employees.~~

9. ~~Implements all Postal Service policies and programs; ensures compliance with policy and service objectives.~~

1. Establishes and communicates the daily plan to ensure timely processing and dispatch of mail. Develops and implements action plans to improve operations, correct failure points and maintain alignment with established goals. Implements operation plans including, for holidays and peak season to ensure mail flow is seamless.

2. Manages and oversees mail processing, maintenance and in-plant support to ensure daily plant operations continue seamlessly. Coordinates with logistics, retail and delivery, ~~customer services,~~

and other functions to enable operational precision that drives service reliability. Conducts tour turnover meetings to coordinate work, review and discuss ongoing issues.

3. Adapts operational and staffing plans as mail volumes and schedules change to improve operational effectiveness. Evaluates current processing operations against the plan to identify failure points and opportunities for improvement. Reviews reports to identify issues and trends (e.g., tour recaps, numbers from Informed Visibility, Surface Visibility, WebEOR, dashboards).

4. Certifies machine maintenance needs, preventive and corrective maintenance is ~~coordinated, and~~coordinated and verifies that maintenance is performed in accordance with national policies, to avoid disruption of operations. Ensures machines are prepared to start according to the Run Plan Generator (RPG) by verifying the anticipated start and stop times, mail volume anticipated, and allocated staffing. Reviews reports including Web End of Run (WebEOR) to identify start and finish times and performance of machines ~~from the previous day~~ to inform possible maintenance actions.

5. Performs cross-functional communication, ~~collaboration~~collaboration, and engagement within the facility, with leadership and across the organization. Engages with management, employees and stakeholders to exchange ~~information, troubleshoot~~information, troubleshoot issues, confirm strategic objectives and share accomplishments for the division, region and organization. Coordinates operations across functions and facilities to facilitate mail processing and mail flow. Updates daily summaries of mail sorting volume and provides regular facility operational performance updates to leadership (e.g., performance metrics, processing delays, issues and resolutions).

6. Manages facility staffing and re-allocates resources as necessary, for all supported functions. Reviews staff complement and evaluates necessary actions (e.g., hiring, performance management, terminations) to ensure the facility is staffed sufficiently to support operations, in accordance with applicable local and national agreements. Reviews work hours and overtime to identify opportunities for improvement. Manages the budget for the facility. Reviews and authorizes overtime and purchase requests (e.g., eBuys) to ensure adherence to plan and budget.

7. Works with labor organizations and management associations to foster collaborative work relationships, establish a positive workplace environment, communicate policy and process updates, and ensure contractual compliance.

8. Provides employee coaching, mentoring and feedback to develop employee skills and increase performance. Conducts Gemba walks through the facility to engage employees and observe the work environment to identify and resolve issues. Conducts staff meetings to exchange information, define objectives, establish priorities, and develop solutions for emerging problems. Fosters a positive work environment that is conducive to effective performance.

9. Maintains a safe work environment by establishing a culture of workplace safety, addressing safety issues with employees, and implementing safety and environmental compliance programs to mitigate against unsafe work behavior and conditions.

SUPERVISION:

~~District Manager, Senior Plant Manager, or designated manager.~~ Senior Director Division Processing Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. ~~Knowledge of motor vehicle operations, including policies, procedures, and standards, at a level sufficient to support mail transportation needs for a designated area.~~

2. ~~Ability to analyze operations data, including work hours, mail volume, and equipment performance, to identify problems and recommend solutions.~~

3. ~~Ability to oversee the implementation of programs to increase productivity and reduce costs, including systems to collect, track, and measure operational and equipment performance.~~

4. ~~Ability to identify training needs and implement training programs for managers, supervisors, and craft workers.~~

5. ~~Ability to work cooperatively and interact positively with managers and supervisors in other postal facilities.~~

6. ~~Ability to manage the work of people to meet processing and distribution objectives, including structuring and monitoring the work, establishing effective work relationships, and facilitating the flow of work-related information.~~

7. ~~Knowledge of postal policies, procedures, and standards related to the maintenance of facilities, systems, and equipment.~~

8. ~~DESIRED: LSS Green/or Black certification with experience demonstrating the successful application of the Lean Six Sigma business improvement methodology.~~

9. ~~Knowledge of postal policies, procedures, and standards related to mail processing, including staffing requirements, equipment utilization guidelines, and quantity and quality standards.~~

10. ~~Knowledge of mail processing and distribution operations, including mail flow within and between facilities.~~

11. ~~Knowledge of mail transportation and routing policies and procedures at a level sufficient to monitor, evaluate, and recommend changes to transportation schedules for routing incoming, outgoing, and transit mail.~~

1. Knowledge of Postal policies and procedures related to mail processing operations, mail flow, transportation, and maintenance sufficient to manage operations.

2. Knowledge of national and local labor contracts sufficient to ensure staffing, scheduling and operations adhere to relevant agreements.

3. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.

4. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.

5. Ability to think critically and make informed decisions regarding resource allocation and processing operations sufficient to troubleshoot issues and make adjustments to meet the operating plan and achieve service standards, based on mail processing equipment, volume, critical entry times, and clearance times.

6. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.

PLANT MANAGER (EAS-24)
OCCUPATION CODE: 2302-0038

FUNCTIONAL PURPOSE:

Manages a processing and distribution center, including the equipment, facility, grounds and operations. Responsible for establishing and maintaining a cooperative and safe work environment.

DUTIES AND RESPONSIBILITIES:

1. Establishes and communicates the daily plan to ensure timely processing and dispatch of mail. Develops and implements action plans to improve operations, correct failure points and maintain alignment with established goals. Implements operation plans including, for holidays and peak season to ensure mail flow is seamless.

2. Manages and oversees mail processing, maintenance and in-plant support to ensure daily plant operations continue seamlessly. Coordinates with logistics, retail and delivery, and other functions to enable operational precision that drives service reliability. Conducts tour turnover meetings to coordinate work, review and discuss ongoing issues.

3. Adapts operational and staffing plans as mail volumes and schedules change to improve operational effectiveness. Evaluates current processing operations against the plan to identify failure points and opportunities for improvement. Reviews reports to identify issues and trends (e.g., tour recaps, numbers from Informed Visibility, Surface Visibility, WebEOR, dashboards).

4. Certifies machine maintenance needs, preventive and corrective maintenance is coordinated and verifies that maintenance is performed in accordance with national policies, to avoid disruption of operations. Ensures machines are prepared to start according to the Run Plan Generator (RPG) by verifying the anticipated start and stop times, mail volume anticipated, and allocated staffing. Reviews reports including Web End of Run (WebEOR) to identify start and finish times and performance of machines to inform possible maintenance actions.

5. Performs cross-functional communication, collaboration, and engagement within the facility, with leadership and across the organization. Engages with management, employees and stakeholders to exchange information, troubleshoot issues, confirm strategic objectives and share accomplishments for the division, region and organization. Coordinates operations across functions and facilities to facilitate mail processing and mail flow. Updates daily summaries of mail sorting volume and provides regular facility operational performance updates to leadership (e.g., performance metrics, processing delays, issues and resolutions).

6. Manages facility staffing and re-allocates resources as necessary, for all supported functions. Reviews staff complement and evaluates necessary actions (e.g., hiring, performance management, terminations) to ensure the facility is staffed sufficiently to support operations, in accordance with applicable local and national agreements. Reviews work hours and overtime to identify opportunities for improvement. Manages the budget for the facility. Reviews and authorizes overtime and purchase requests (e.g., eBuys) to ensure adherence to plan and budget.

7. Works with labor organizations and management associations to foster collaborative work relationships, establish a positive workplace environment, communicate policy and process updates, and ensure contractual compliance.

8. Provides employee coaching, mentoring and feedback to develop employee skills and increase performance. Conducts Gemba walks through the facility to engage employees and observe the

work environment to identify and resolve issues. Conducts staff meetings to exchange information, define objectives, establish priorities, and develop solutions for emerging problems. Fosters a positive work environment that is conducive to effective performance.

9. Maintains a safe work environment by establishing a culture of workplace safety, addressing safety issues with employees, and implementing safety and environmental compliance programs to mitigate against unsafe work behavior and conditions.

SUPERVISION:

Senior Director Division Processing Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. Knowledge of Postal policies and procedures related to mail processing operations, mail flow, transportation, and maintenance sufficient to manage operations.

2. Knowledge of national and local labor contracts sufficient to ensure staffing, scheduling and operations adhere to relevant agreements.

3. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.

4. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.

5. Ability to think critically and make informed decisions regarding resource allocation and processing operations sufficient to troubleshoot issues and make adjustments to meet the operating plan and achieve service standards, based on mail processing equipment, volume, critical entry times, and clearance times.

6. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.

PLANT MANAGER (EAS-25)
OCCUPATION CODE: 2302-0039

FUNCTIONAL PURPOSE:

Manages ~~all operations at~~ a ~~high-volume, automated, mail~~ processing and distribution center, including ~~maintenance, logistics, motor vehicle service, and in-plant operations support~~ the equipment, facility, grounds and operations. Responsible for establishing and maintaining a cooperative and safe work environment.

OPERATIONAL REQUIREMENTS:

This position is authorized at Level EAS-25 mail processing facilities only. Level EAS-25 mail processing facilities generally process between 70 billion and 1.7 trillion pieces annually, and may process mail on multiple levels within the building.

DUTIES AND RESPONSIBILITIES:

1. ~~Manages the incoming and outgoing mail processing and distribution functions; evaluates trends in the performance of systems and equipment; initiates action to resolve operational problems and ensure the most effective use of resources.~~

2. ~~Takes responsibility for service, financial, and safety performance for all assigned facilities; assumes responsibility for performance on the indicators covered in National Performance Assessment (NPA) for all assigned facilities.~~

3. ~~Manages mail processing operational issues and monitors performance for mailers and large customers; responsible for compliance with modern service standards of all classes of mail.~~

4. ~~Complies with logistics requirements; coordinates logistics and distribution requirements with other plant managers; assumes responsibility for the implementation of facility network changes.~~

5. ~~Manages the implementation of programs to improve productivity and reduce costs including systems to collect, track, and measure operational and equipment performance data.~~

6. ~~Manages the maintenance of the facility, systems, and equipment; ensures compliance with all maintenance standards, codes, and safety requirements; provides maintenance services to small non-maintenance capable, postal facilities with the assigned area.~~

7. ~~Coordinates with and maintains effective relationships with postmasters, customer service managers, and functional unit managers.~~

8. ~~Manages the activities of a work force through a staff of subordinate managers and supervisors; evaluates subordinate managers' performance; takes personnel actions; ensures that appropriate training programs are provided for employees.~~

9. ~~Implements all Postal Service policies and programs; ensures compliance with policy and service objectives.~~

1. Establishes and communicates the daily plan to ensure timely processing and dispatch of mail. Develops and implements action plans to improve operations, correct failure points and maintain alignment with established goals. Implements operation plans including, for holidays and peak season to ensure mail flow is seamless.

2. Manages and oversees mail processing, maintenance, and in-plant support to ensure daily plant operations continue seamlessly. Coordinates with logistics, retail and delivery, ~~customer services,~~

and other functions to enable operational precision that drives service reliability. Conducts tour turnover meetings to coordinate work, review and discuss ongoing issues.

3. Adapts operational and staffing plans as mail volumes and schedules change to improve operational effectiveness. Evaluates current processing operations against the plan to identify failure points and opportunities for improvement. Reviews reports to identify issues and trends (e.g., tour recaps, numbers from Informed Visibility, Surface Visibility, WebEOR, dashboards).

4. Certifies machine maintenance needs and preventive and corrective maintenance is coordinated and verifies that maintenance is performed in accordance with national policies, to avoid disruption of operations. Ensures machines are prepared to start according to the Run Plan Generator (RPG) by verifying the anticipated start and stop times, mail volume anticipated, and allocated staffing. Reviews reports including Web End of Run (WebEOR) to identify start and finish times and performance of machines ~~from the previous day~~ to inform possible maintenance actions.

5. Performs cross-functional communication, collaboration, and engagement within the facility, with leadership and across the organization. Engages with management, employees, and stakeholders to exchange information, -troubleshoot issues, confirm strategic objectives, and share accomplishments for the division, region, and organization. Coordinates operations across functions and facilities to facilitate mail processing and mail flow. Updates daily summaries of mail sorting volume and provides regular facility operational performance updates to leadership (e.g., performance metrics, processing delays, issues, and resolutions).

6. Manages facility staffing and re-allocates resources as necessary, for all supported functions. Reviews staff complement and evaluates necessary actions (e.g., hiring, performance management, terminations) to ensure the facility is staffed sufficiently to support operations, in accordance with applicable local and national agreements. Reviews work hours and overtime to identify opportunities for improvement. Manages the budget for the facility. Reviews and authorizes overtime and purchase requests (e.g., eBuys) to ensure adherence to plan and budget.

7. Works with labor organizations and management associations to foster collaborative work relationships, establish a positive workplace environment, communicate policy, and process updates, and ensure contractual compliance.

8. Provides employee coaching, mentoring and feedback to develop employee skills and increase performance. Conducts Gemba walks through the facility to engage employees and observe the work environment to identify and resolve issues. Conducts staff meetings to exchange information, define objectives, establish priorities, and develop solutions for emerging problems. Fosters a positive work environment that is conducive to effective performance.

9. Maintains a safe work environment by establishing a culture of workplace safety, addressing safety issues with employees, and implementing safety and environmental compliance programs to mitigate against unsafe work behavior and conditions.

SUPERVISION:

~~District Manager, Senior Plant Manager, or designated manager.~~ Senior Director Division Processing Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. ~~Knowledge of policies, procedures, and standards related to mail processing, including staffing requirements, equipment utilization guidelines, and quantity and quality standards.~~

2. ~~Knowledge of mail processing and distribution operations, including mail flow within and between facilities.~~

3. ~~Knowledge of mail transportation and routing policies and procedures at a level sufficient to monitor, evaluate, and recommend changes to transportation schedules for routing incoming, outgoing, and transit mail.~~

4. ~~Knowledge of motor vehicle operations, including policies, procedures, and standards, at a level sufficient to support mail transportation needs for a designated area.~~

5. ~~Ability to analyze operations data, including work hours, mail volume, and equipment performance, to identify problems and recommend solutions.~~

6. ~~Ability to identify training needs and implement training programs for managers, supervisors, and craft workers.~~

7. ~~Ability to work cooperatively and interact positively with managers and supervisors in other postal facilities.~~

8. ~~Ability to manage the work of people to meet processing and distribution objectives, including structuring and monitoring the work, establishing effective work relationships, and facilitating the flow of work-related information.~~

9. ~~Ability to oversee the implementation of programs to increase productivity and reduce costs, including systems to collect, track, and measure data on operational and equipment performance.~~

10. ~~Knowledge of postal policies, procedures, and standards related to the maintenance of facilities, systems, and equipment.~~

    ~~DESIRED: LSS Green/or Black certification with experience demonstrating the successful application of the Lean Six Sigma business improvement methodology.~~

1. Knowledge of Postal policies and procedures related to mail processing operations, mail flow, transportation, and maintenance sufficient to manage operations.

2. Knowledge of national and local labor contracts sufficient to ensure staffing, scheduling and operations adhere to relevant agreements.

3. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.

4. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.

5. Ability to think critically and make informed decisions regarding resource allocation and processing operations sufficient to troubleshoot issues and make adjustments to meet the operating plan and achieve service standards, based on mail processing equipment, volume, critical entry times, and clearance times.

6. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.

PLANT MANAGER (EAS-25)
OCCUPATION CODE: 2302-0039

FUNCTIONAL PURPOSE:

Manages a processing and distribution center, including the equipment, facility, grounds, and operations. Responsible for establishing and maintaining a cooperative and safe work environment.

DUTIES AND RESPONSIBILITIES:

1. Establishes and communicates the daily plan to ensure timely processing and dispatch of mail. Develops and implements action plans to improve operations, correct failure points and maintain alignment with established goals. Implements operation plans including, for holidays and peak season to ensure mail flow is seamless.

2. Manages and oversees mail processing, maintenance, and in-plant support to ensure daily plant operations continue seamlessly. Coordinates with logistics, retail and delivery, and other functions to enable operational precision that drives service reliability. Conducts tour turnover meetings to coordinate work, review and discuss ongoing issues.

3. Adapts operational and staffing plans as mail volumes and schedules change to improve operational effectiveness. Evaluates current processing operations against the plan to identify failure points and opportunities for improvement. Reviews reports to identify issues and trends (e.g., tour recaps, numbers from Informed Visibility, Surface Visibility, WebEOR, dashboards).

4. Certifies machine maintenance needs and preventive and corrective maintenance is coordinated and verifies that maintenance is performed in accordance with national policies, to avoid disruption of operations. Ensures machines are prepared to start according to the Run Plan Generator (RPG) by verifying the anticipated start and stop times, mail volume anticipated, and allocated staffing. Reviews reports including Web End of Run (WebEOR) to identify start and finish times and performance of machines to inform possible maintenance actions.

5. Performs cross-functional communication, collaboration, and engagement within the facility, with leadership and across the organization. Engages with management, employees, and stakeholders to exchange information, troubleshoot issues, confirm strategic objectives, and share accomplishments for the division, region, and organization. Coordinates operations across functions and facilities to facilitate mail processing and mail flow. Updates daily summaries of mail sorting volume and provides regular facility operational performance updates to leadership (e.g., performance metrics, processing delays, issues, and resolutions).

6. Manages facility staffing and re-allocates resources as necessary, for all supported functions. Reviews staff complement and evaluates necessary actions (e.g., hiring, performance management, terminations) to ensure the facility is staffed sufficiently to support operations, in accordance with applicable local and national agreements. Reviews work hours and overtime to identify opportunities for improvement. Manages the budget for the facility. Reviews and authorizes overtime and purchase requests (e.g., eBuys) to ensure adherence to plan and budget.

7. Works with labor organizations and management associations to foster collaborative work relationships, establish a positive workplace environment, communicate policy, and process updates, and ensure contractual compliance.

8. Provides employee coaching, mentoring and feedback to develop employee skills and increase performance. Conducts Gemba walks through the facility to engage employees and observe the work environment to identify and resolve issues. Conducts staff meetings to exchange

information, define objectives, establish priorities, and develop solutions for emerging problems. Fosters a positive work environment that is conducive to effective performance.

9. Maintains a safe work environment by establishing a culture of workplace safety, addressing safety issues with employees, and implementing safety and environmental compliance programs to mitigate against unsafe work behavior and conditions.

SUPERVISION:

Senior Director Division Processing Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. Knowledge of Postal policies and procedures related to mail processing operations, mail flow, transportation, and maintenance sufficient to manage operations.

2. Knowledge of national and local labor contracts sufficient to ensure staffing, scheduling and operations adhere to relevant agreements.

3. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.

4. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.

5. Ability to think critically and make informed decisions regarding resource allocation and processing operations sufficient to troubleshoot issues and make adjustments to meet the operating plan and achieve service standards, based on mail processing equipment, volume, critical entry times, and clearance times.

6. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.

MGR ~~IN-PLANT~~ PROCESSING SUPPORT (EAS-25)
OCCUPATION CODE: 2315-0023

FUNCTIONAL PURPOSE

Manages the implementation and coordination of continuous improvement projects, programs, and initiatives to support processing operations and performance efficiencies. Ensures operational processes adhere to national strategies, standardization, and USPS policies. ~~Manages the ongoing review and evaluation of service and quality performance at a large processing and distribution center; provides technical support to post offices within the facility?s service area.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in Level 1 International Service Centers, Level 1 Network Distribution Centers and Major, Level 1 and Level 2 Processing and Distribution Centers.

DUTIES AND RESPONSIBILITIES

1. Manages the review and validation of processes for adherence to national strategies, standardization, and USPS policies.

2. Evaluates mail processing and scanning performance metrics to identify discrepancies, trends, and adherence to national strategies, operating plans, standard operating procedures, and l policies. Provides performance and mail condition updates for stakeholder awareness.

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3. Leads the development of recommendations for performance improvement, including identifying root causes and possible countermeasures. Creates and presents clear, concise summaries of data-based recommendations, including implementation and communication plans for all levels of the organization.

4. Conducts interactive workroom floor observations of processing operations to assess conditions and identify potential processing risks. Collaborates with Logistics and Operations stakeholders to mitigate risks, meet operating plans, and ensure the availability of resources to support timely processing and delivery of mail.

5. Leads the development of machine run plans and ensures employee schedules align with operating plans. Collaborates cross-functionally to analyze historical operational data and planned conditions to project volume and needed resources for current and future plans including holidays and special events. Assesses plan precision and initiates improvements.

6. Coordinate and communicate implementation plans with stakeholders for processing changes including scope, purpose, timelines, and resource impacts.

7. Manages multiple teams of employees supporting processing operations; makes assignments, monitors performance, and provides direction, guidance, and feedback to

team members. Identifies and provides career development opportunities to optimize employee performance, enhance employee skillsets, and ensure organizational goals are met.

8. Manages mail processing complement, planning, and bid management to ensure organizational goals are met. Coordinates with workforce planning on complement management activities (e.g., job postings, attrition rates, career conversion rates) to ensure adequate facility staffing. Communicates with union representatives and stakeholders regarding operational changes to inform of upcoming changes to complement and schedules.

9. Identifies, coordinates, and facilitates training opportunities and onboarding activities throughout the facility. Directs initiatives and training to ensure process changes, policy updates, and emerging technology are incorporated into processing operations.

1. Manages the development of local plans to implement national and area processing and distribution programs and policies.

2. Manages the review and evaluation of local operations; ensures that service and quality goals are met; works with local managers to improve operations and procedures.

3. Manages the development of local requirements for space, facilities, equipment and staffing; works with local managers to develop the economic justification, assess alternatives and determine priorities.

4. Manages the work activities of a large team of operations support specialists and operations industrial engineers.

5. Resolves complaints and iss0075es related to mail processing and equipment deficiencies for customers, major mailers, suppliers and contractors to improve service.

6. Participates in the development of the local operating budget; tracks budget performance and ensures that budget goals are met.

7. Provides technical support to post offices within the facility?s service area.

SUPERVISION

Plant Manager to which assigned

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of mail processing operations and service standards including sort programs machine layouts and capabilities, and processing flows sufficient to analyze processing operations and make recommendations for improvement.

2.   Ability to lead multiple priorities including developing plans, timelines, procedures; assigning team members to optimize resources to achieve goals, monitoring performance; and reporting results.

3.   Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., delivery, logistics, maintenance, human resources) sufficient to communicate status updates and adjust processing schedules to accommodate ongoing conditions.

4.   Ability to communicate verbally and in writing to develop and present data analysis and recommendations to internal and external stakeholders.

5.   Ability to manage the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, building effective work relationships, and establishing individual development plans.

6.   Ability to analyze data from multiple sources to identify performance metrics, trends, and opportunities for improvement of mail processing operations and efficiencies.

7.   Ability to use complement management tools and reporting systems to monitor staffing of the facility and ensure effective scheduling.

8.   Ability to use Microsoft Office Suite (e.g., Excel, Word, PowerPoint) to create documents, charts, reports, and presentations.

9.   Knowledge of national and local collective bargaining, and local memorandum of understanding (LMOU) agreements sufficient to ensure compliance with complement management.

1.   Ability to provide technical support to post offices.

2.   Ability to manage the work of people to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.

3.   Ability to manage the implementation of national and area processing and distribution programs and policies.

4.   Ability to manage the review and evaluation of local operations.

5.   Ability to manage the development of local requirements for resources.

6.   Ability to resolve issues with customers, major mailers, and suppliers.

7.   Knowledge of quality and continuous improvement tools and techniques, including Lean Six Sigma.

Ability to communicate orally and in writing sufficient to develop and present reports, briefings and recommendations.

MGR PROCESSING SUPPORT (EAS-25)
OCCUPATION CODE: 2315-0023

FUNCTIONAL PURPOSE

Manages the implementation and coordination of continuous improvement projects, programs, and initiatives to support processing operations and performance efficiencies. Ensures operational processes adhere to national strategies, standardization, and USPS policies.

OPERATIONAL REQUIREMENTS

This position is to be authorized in Level 1 International Service Centers, Level 1 Network Distribution Centers, Level 1 and Level 2 Processing and Distribution Centers.

DUTIES AND RESPONSIBILITIES

1. Manages the review and validation of processes for adherence to national strategies, standardization, and USPS policies.

2. Evaluates mail processing and scanning performance metrics to identify discrepancies, trends, and adherence to national strategies, operating plans, standard operating procedures, and I policies. Provides performance and mail condition updates for stakeholder awareness.

3. Leads the development of recommendations for performance improvement, including identifying root causes and possible countermeasures. Creates and presents clear, concise summaries of data-based recommendations, including implementation and communication plans for all levels of the organization.

4. Conducts interactive workroom floor observations of processing operations to assess conditions and identify potential processing risks. Collaborates with Logistics and Operations stakeholders to mitigate risks, meet operating plans, and ensure the availability of resources to support timely processing and delivery of mail.

5. Leads the development of machine run plans and ensures employee schedules align with operating plans. Collaborates cross-functionally to analyze historical operational data and planned conditions to project volume and needed resources for current and future plans including holidays and special events. Assesses plan precision and initiates improvements.

6. Coordinate and communicate implementation plans with stakeholders for processing changes including scope, purpose, timelines, and resource impacts.

7. Manages multiple teams of employees supporting processing operations; makes assignments, monitors performance, and provides direction, guidance, and feedback to team members. Identifies and provides career development opportunities to optimize employee performance, enhance employee skillsets, and ensure organizational goals are met.

8. Manages mail processing complement, planning, and bid management to ensure organizational goals are met. Coordinates with workforce planning on complement management activities (e.g., job postings, attrition rates, career conversion rates) to ensure adequate facility staffing. Communicates with union representatives and stakeholders regarding operational changes to inform of upcoming changes to complement and schedules.

9. Identifies, coordinates, and facilitates training opportunities and onboarding activities throughout the facility. Directs initiatives and training to ensure process changes, policy updates, and emerging technology are incorporated into processing operations.

SUPERVISION

Plant Manager to which assigned.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of mail processing operations and service standards including sort programs machine layouts and capabilities, and processing flows sufficient to analyze processing operations and make recommendations for improvement.

2. Ability to lead multiple priorities including developing plans, timelines, procedures; assigning team members to optimize resources to achieve goals, monitoring performance; and reporting results.

3. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., delivery, logistics, maintenance, human resources) sufficient to communicate status updates and adjust processing schedules to accommodate ongoing conditions.

4. Ability to communicate verbally and in writing to develop and present data analysis and recommendations to internal and external stakeholders.

5. Ability to manage the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, building effective work relationships, and establishing individual development plans.

6. Ability to analyze data from multiple sources to identify performance metrics, trends, and opportunities for improvement of mail processing operations and efficiencies.

7. Ability to use complement management tools and reporting systems to monitor staffing of the facility and ensure effective scheduling.

8. Ability to use Microsoft Office Suite (e.g., Excel, Word, PowerPoint) to create documents, charts, reports, and presentations.

9. Knowledge of national and local collective bargaining, and local memorandum of understanding (LMOU) agreements sufficient to ensure compliance with complement management.

MGR DISTRIBUTION OPERATIONS (EAS-19)
OCCUPATION CODE: 2315-0067

FUNCTIONAL PURPOSE:

Manages ~~all automated, mechanized, and/or manual mail~~ one or more processing ~~and distribution~~ operations ~~on an assigned tour at a medium to large size~~ within a ~~mail~~ processing and distribution center/~~facility~~.

DUTIES AND RESPONSIBILITIES:

1. ~~Manages a small to medium size group of mail processing employees through a very small size group of subordinate supervisors.~~

2. ~~Determines staffing and equipment needs for the tour; determines priorities; schedules work assignments; assesses the need for overtime.~~

3. ~~Monitors operational performance throughout the tour; makes adjustments between operations to accommodate workload fluctuations and optimize mail flow; corrects inefficient procedures and resolves operational problems.~~

4. ~~Works with other managers to coordinate mail processing and maintenance activities.~~

5. ~~Meets with customers and major mailers to coordinate schedules of mail shipments and resolve problems.~~

6. ~~Ensures that any mail affected by service interruptions or flight cancellations receives the most expeditious dispatch.~~

7. ~~Manages the on-the-job training program for mail processing employees.~~

8. ~~Observes mail processing operations for hazards to employees; ensures compliance with established safety policy and procedures.~~

9. ~~Provides input for the facility's operating budget.~~

10. ~~Meets with union representatives to resolve disagreements.~~

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. Communicates with supervisors to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs to supervisors based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g., increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3. Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine

MGR DISTRIBUTION OPERATIONS (EAS-19)
OCCUPATION CODE: 2315-0067

FUNCTIONAL PURPOSE:

Manages one or more processing operations within a processing and distribution center.

DUTIES AND RESPONSIBILITIES:

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. Communicates with supervisors to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs to supervisors based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g., increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3. Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine performance), from multiple postal platforms to prevent issues and identify root causes, pain points, and opportunities.

4. Manages processing of mail and expedites any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with supervisors and managers to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with supervisors and logistics.

5. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

6. Creates and maintains weekly schedules to meet established cost control, budget, and workload constraints, in accordance with Postal policies and applicable collective bargaining agreements. Assigns employees to machines based on mail volume to meet processing goals. Reviews information from employee attendance and scheduling systems to anticipate staffing and availability issues and ensure scheduling meets operational needs. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

7. Manages a large number of craft employees indirectly through a small number of supervisors. Coaches and mentors employees to support continual growth and development, foster a positive work environment, and promote employee retention. Ensures adherence to local and national collective bargaining agreements. Performs Gemba walks (e.g., work floor, platform) daily to speak with employees, check processing performance, and resolve processing issues. Collaborates with employees to address work complaints, resolve issues, and avoid escalation.

8. Maintains a safe work environment by promoting a culture of workplace safety. Conducts safety talks, monitors adherence to safety protocols, corrects unsafe actions, and verifies completion of safety-related trainings to ensure compliance with safety programs and mitigate against unsafe work behavior and conditions.

SUPERVISION:

Plant Manager or Senior Manager Distribution Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to prioritize work and make decisions, including redirecting employees to assignments based on ongoing conditions, to move the mail in a timely manner and achieve the operational plan and drive operational precision.

8. Ability to use Informed Visibility Employee Scheduling (IVES) and attendance systems to create work schedules and tracking systems, monitor employee attendance, inform staffing decisions, and track labor costs.

9. Ability to interpret reports and dashboards (e.g., Run Plan Generator, Surface Visibility, Informed Visibility, Daily Mail Condition Reporting System, MPE Watch, scan data) relating to facility performance, machine performance, and employee availability to inform operations.

10. Ability to supervise employees to plan work, direct workflow, provide guidance, and engage employees.

FUNCTIONAL PURPOSE:

Leads Manages the management of all automated, mechanized, and/or mail processing and distribution operations for all tours through a group of subordinate managers at a complex mail a large processing and distribution center.

OPERATIONAL REQUIREMENTS:

Position may only be authorized at major plants with extenuating circumstances and critical needs submitted to Headquarters for approval.

DUTIES AND RESPONSIBILITIES:

1. Leads the management of all three tours of a very complex mail processing operation through a medium size group of subordinate managers and supervisors; manages a very large size group of employees.

2. Monitors operational performance of all tours; makes adjust- ments between operations to accommodate workload fluctuations and to optimize mail flow; corrects inefficient procedures and resolves operational problems.

3. Determines staffing and equipment needs for assigned tour; reviews staffing and equipment needs for other tours; makes changes if necessary; schedules work assignments and determines the need for overtime.

4. Meets with customers and major mailers to coordinate schedules of mail shipments and resolves problems.

5. Ensures that any mail affected by service interruptions or flight cancellations receives the most expeditious dispatch.

6. Manages the on-the-job training program for mail processing employees.

7. Observes mail processing operations for hazards to employees; ensures compliance with established safety policy and procedures.

8. Provides input for the facility's operating budget.

1. Meets with union representatives to resolve disagreements.

1. Oversees processing operations across all tours to ensure achievement of organizational goals such as operational precision and service level agreements. Communicates with managers to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Communicates the daily plan and coordinates across functions and facilities to ensure timely processing and dispatch of mail. Collaborates and builds relationships with in-plant support, maintenance, logistics, retail and delivery, and other functions. Develops

and implements action plans to improve operations, correct failure points and maintain alignment with established goals. Implements operation plans for holidays and peak season to ensure mail flow is seamless.

3. Manages mail processing staffing and re-allocates resources as necessary. Reviews staff complement and evaluates necessary actions (e.g., hiring, performance management, terminations) to ensure the mail processing operation is staffed sufficiently to support operations, in accordance with applicable local and national agreements. Reviews work hours and overtime to ensure adherence to applicable Postal policies and collective bargaining agreements and identify opportunities for improvement. Manages the budget for the mail processing operation.

4. Adapts operational and staffing plans as mail volumes and schedules change to improve operational effectiveness. Evaluates current processing operations against the plan to identify failure points and opportunities for improvement. Reviews reports to identify issues and trends (e.g., tour recaps, Run Plan Generator (RPG), numbers from Informed Visibility, Surface Visibility, WebEOR, dashboards).

5. Manages processing of mail and expedites any~~the processing of~~ delayed mail and resolution of escalated maintenance downtime issues. Collaborates with managers and supervisors to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with managers and logistics.

6. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

7. Manages the creation and maintenance of weekly schedules to meet established cost control, budget, and workload constraints. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

8. Works with labor organizations and management associations to foster collaborative work relationships, establish a positive workplace environment, communicate policy, and process updates, and ensure contractual compliance. Ensures adherence to Postal policies and local and national collective bargaining agreements.

9. Provides employee coaching, mentoring and feedback to develop employee skills and increase performance. Conducts Gemba walks through the facility to engage employees and observe the work environment to identify and resolve issues. Collaborates with managers and supervisors to address work complaints, resolve issues, and handle escalations. Fosters a positive work environment that is conducive to effective performance.

10. Maintains a safe work environment by establishing a culture of workplace safety, addressing safety issues with employees, and implementing safety and environmental compliance programs to mitigate against unsafe work behavior and conditions.

SUPERVISION:

Plant Manager (Major)

SELECTION METHOD:

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

REQUIREMENTS:

1. Knowledge of mail processing and distribution operations, policies, and procedures.

2. Ability to determine staffing and equipment needs, including determining priorities and assessing the need for overtime.

3. Ability to monitor operational performance and make appropriate adjustments to optimize mail flow.

4. Ability to communicate orally in order to coordinate work activities with other managers, consult with customers, and meet with union representatives.

5. Ability to manage the work of others to achieve organizational goals and objectives, including planning and organizing the work, facilitating the flow of work-related information, and providing technical guidance.

6. Ability to monitor mail processing operations for compliance with established safety policy and procedures.

7. Ability to manage an on-the-job training program.

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.

8. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.

9. Ability to think critically and make informed decisions regarding resource allocation and processing operations sufficient to troubleshoot issues and make adjustments to meet the operating plan and achieve service standards, based on mail processing equipment, volume, critical entry times, and clearance times.

10. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.

SR MGR DISTRIBUTION OPERATIONS (EAS-26)
OCCUPATION CODE: 2315-0078

FUNCTIONAL PURPOSE:

Manages the processing operation for a large processing and distribution center.

DUTIES AND RESPONSIBILITIES:

1. Oversees processing operations across all tours to ensure achievement of organizational goals such as operational precision and service level agreements. Communicates with managers to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Communicates the daily plan and coordinates across functions and facilities to ensure timely processing and dispatch of mail. Collaborates and builds relationships with in-plant support, maintenance, logistics, retail and delivery, and other functions. Develops and implements action plans to improve operations, correct failure points and maintain alignment with established goals. Implements operation plans for holidays and peak season to ensure mail flow is seamless.

3. Manages mail processing staffing and re-allocates resources as necessary. Reviews staff complement and evaluates necessary actions (e.g., hiring, performance management, terminations) to ensure the mail processing operation is staffed sufficiently to support operations, in accordance with applicable local and national agreements. Reviews work hours and overtime to ensure adherence to applicable Postal policies and collective bargaining agreements and identify opportunities for improvement. Manages the budget for the mail processing operation.

4. Adapts operational and staffing plans as mail volumes and schedules change to improve operational effectiveness. Evaluates current processing operations against the plan to identify failure points and opportunities for improvement. Reviews reports to identify issues and trends (e.g., tour recaps, Run Plan Generator (RPG), numbers from Informed Visibility, Surface Visibility, WebEOR, dashboards).

5. Manages processing of mail and expedites any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with managers and supervisors to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with managers and logistics.

6. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

7. Manages the creation and maintenance of weekly schedules to meet established cost control, budget, and workload constraints. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

8. Works with labor organizations and management associations to foster collaborative work relationships, establish a positive workplace environment, communicate policy, and process updates, and ensure contractual compliance. Ensures adherence to Postal policies and local and national collective bargaining agreements.

9. Provides employee coaching, mentoring and feedback to develop employee skills and increase performance. Conducts Gemba walks through the facility to engage employees and observe the work environment to identify and resolve issues. Collaborates with managers and supervisors to address work complaints, resolve issues, and handle escalations. Fosters a positive work environment that is conducive to effective performance.

10. Maintains a safe work environment by establishing a culture of workplace safety, addressing safety issues with employees, and implementing safety and environmental compliance programs to mitigate against unsafe work behavior and conditions.

SUPERVISION:

Plant Manager

SELECTION METHOD:

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

REQUIREMENTS:

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.

8. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.

9. Ability to think critically and make informed decisions regarding resource allocation and processing operations sufficient to troubleshoot issues and make adjustments to meet the operating plan and achieve service standards, based on mail processing equipment, volume, critical entry times, and clearance times.

10. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.

FUNCTIONAL PURPOSE:

Manages ~~all automated, mechanized, and/or manual~~ one or more ~~mail~~ processing ~~and distribution~~ operations ~~on an assigned tour at a medium to large size~~ within a ~~mail~~ processing and distribution center/~~facility~~, including ~~the~~ direct supervision of ~~processing and distribution~~ craft employees.

OPERATIONAL REQUIREMENTS

This job is for use only in facilities where the MDO manages bargaining employees directly, and therefore qualifies for the supervisor differential adjustment (SDA).

DUTIES AND RESPONSIBILITIES:

1. ~~Manages a small to medium size group of mail processing employees through a very small size group of subordinate supervisors. At times, directly supervises a medium sized group of employees engaged in mail processing and distribution activities.~~

2. ~~Determines staffing and equipment needs for the tour; determines priorities; schedules work assignments; shifts employees during the course of the tour as the workload fluctuates; assesses the need for overtime.~~

3. ~~Monitors operational performance throughout the tour; makes adjustments between operations to accommodate workload fluctuations and optimize mail flow; corrects inefficient procedures and resolves operational problems.~~

4. ~~Works with other managers to coordinate mail processing and maintenance activities.~~

5. ~~Meets with customers and major mailers to coordinate schedules of mail shipments and resolve problems.~~

6. ~~Ensures that any mail affected by service interruptions or flight cancellations receives the most expeditious dispatch.~~

7. ~~Manages the on-the-job training program for mail processing employees.~~

8. ~~Observes mail processing operations for hazards to employees; ensures compliance with established safety policy and procedures; investigates accidents and prepares necessary reports.~~

9. ~~Provides input for the facility's operating budget.~~

10. ~~Meets with union representatives to resolve disagreements.~~

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. ~~Communicates with supervisors to g~~Gathers information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs ~~to supervisors~~ based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g.,

increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3.   Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine performance), from multiple postal platforms to prevent issues and identify root causes, pain points, and opportunities.

4.   Manages processing of mail and expedites the processing of any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with supervisors and managers to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with supervisors and logistics.

5.   Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

6.   Creates and maintains weekly schedules to meet established cost control, budget, and workload constraints, in accordance with Postal policies and applicable collective bargaining agreements. Assigns employees to machines based on mail volume to meet processing goals. Reviews information from employee attendance and scheduling systems to anticipate staffing and availability issues, and ensure scheduling meets operational needs. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

7.   Manages a large number of craft employees directly and indirectly through a small number of supervisors. Coaches and mentors employees to support continual growth and development, foster a positive work environment, and promote employee retention. Ensures adherence to local and national collective bargaining agreements. Performs Gemba walks (e.g., work floor, platform) daily to speak with employees, check processing performance, and resolve processing issues. Collaborates with employees to address work complaints, resolve issues, and avoid escalation.

8.   Maintains a safe work environment by promoting a culture of workplace safety. Conducts safety talks, monitors adherence to safety protocols, corrects unsafe actions, and verifies completion of safety-related trainings to ensure compliance with safety programs and mitigate against unsafe work behavior and conditions.

SUPERVISION:

Manager of unit to which assigned. Plant Manager or Senior Manager Distribution Operations

SELECTION METHOD:

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

REQUIREMENTS:

1.   Knowledge of mail processing and distribution operations, policies, and procedures.

2.   Ability to determine staffing and equipment needs, including determining priorities and assessing the need for overtime.

3. ~~Ability to monitor operational performance and make appropriate adjustments to optimize mail flow.~~

4. ~~Ability to communicate orally in order to coordinate work activities with other managers, consult with customers, and meet with union representatives.~~

5. ~~Ability to manage the work of others to achieve organizational goals and objectives, including planning and organizing the work, facilitating the flow of work-related information, and providing technical guidance.~~

6. ~~Ability to estimate mail processing and distribution expenditures in order to provide budget input.~~

7. ~~Ability to manage an on-the-job training program.~~

8. ~~Ability to monitor mail processing operations for compliance with established safety policy and procedures.~~

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to prioritize work and make decisions, including redirecting employees to assignments based on ongoing conditions, to move the mail in a timely manner and achieve the operational plan and drive operational precision.

8. Ability to use Informed Visibility Employee Scheduling (IVES) and attendance systems to create work schedules and tracking systems, monitor employee attendance, inform staffing decisions, and track labor costs.

9. Ability to interpret reports and dashboards (e.g., Run Plan Generator, Surface Visibility, Informed Visibility, Daily Mail Condition Reporting System, MPE Watch, scan data) relating to facility performance, machine performance, and employee availability to inform operations.

10. Ability to supervise employees to plan work, direct workflow, provide guidance, and engage employees.

MGR DISTRIBUTION OPERATIONS (SDA) (EAS-19)
OCCUPATION CODE: 2315-0087

FUNCTIONAL PURPOSE

Manages one or more processing operations within a processing and distribution center.

OPERATIONAL REQUIREMENTS

This job is for use only in facilities where the MDO manages bargaining employees directly, and therefore qualifies for the supervisor differential adjustment (SDA).

DUTIES AND RESPONSIBILITIES

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. Gathers information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g., increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3. Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine performance), from multiple postal platforms to prevent issues and identify root causes, pain points, and opportunities.

4. Manages processing of mail and expedites any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with managers to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with supervisors and logistics.

5. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

6. Creates and maintains weekly schedules to meet established cost control, budget, and workload constraints, in accordance with Postal policies and applicable collective bargaining agreements. Assigns employees to machines based on mail volume to meet processing goals. Reviews information from employee attendance and scheduling systems to anticipate staffing and availability issues and ensure scheduling meets operational needs. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

7. Manages a large number of craft employees. Coaches and mentors employees to support continual growth and development, foster a positive work environment, and promote employee retention. Ensures adherence to local and national collective bargaining agreements. Performs

Gemba walks (e.g., work floor, platform) daily to speak with employees, check processing performance, and resolve processing issues. Collaborates with employees to address work complaints, resolve issues, and avoid escalation.

8. Maintains a safe work environment by promoting a culture of workplace safety. Conducts safety talks, monitors adherence to safety protocols, corrects unsafe actions, and verifies completion of safety-related trainings to ensure compliance with safety programs and mitigate against unsafe work behavior and conditions.

SUPERVISION

Plant Manager or Senior Manager Distribution Operations

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to prioritize work and make decisions, including redirecting employees to assignments based on ongoing conditions, to move the mail in a timely manner and achieve the operational plan and drive operational precision.

8. Ability to use Informed Visibility Employee Scheduling (IVES) and attendance systems to create work schedules and tracking systems, monitor employee attendance, inform staffing decisions, and track labor costs.

9. Ability to interpret reports and dashboards (e.g., Run Plan Generator, Surface Visibility, Informed Visibility, Daily Mail Condition Reporting System, MPE Watch, scan data) relating to facility performance, machine performance, and employee availability to inform operations.

10. Ability to supervise employees to plan work, direct workflow, provide guidance, and engage employees.

FUNCTIONAL PURPOSE:

~~Directs~~ Manges the ~~overall~~ processing operation ~~of a very complex tour at a major mail~~ for a large processing and distribution center/~~facility~~.

DUTIES AND RESPONSIBILITIES:

1. ~~Manages a very large size group of mail processing employees through a medium size group of subordinate managers and supervisors.~~

2. ~~Determines staffing and equipment needs for the tour; determines priorities; schedules work assignments; assesses the need for overtime.~~

3. ~~Monitors operational performance throughout the tour; makes adjustments between operations to accommodate workload fluctuations and optimize mail flow; corrects inefficient procedures and resolves operational problems.~~

4. ~~Works with other managers to coordinate mail processing and maintenance activities.~~

5. ~~Meets with customers and major mailers to coordinate schedules of mail shipments and resolve problems.~~

6. ~~Ensures that any mail affected by service interruptions or flight cancellations receives the most expeditious dispatch.~~

7. ~~Manages the on-the-job training program for mail processing employees.~~

8. ~~Observes mail processing operations for hazards to employees; ensures compliance with established safety policy and procedures.~~

9. ~~Provides input for the facility's operating budget.~~

10. ~~Meets with union representatives to resolve disagreements.~~

1. Oversees processing operations across all tours to ensure achievement of organizational goals such as operational precision and service level agreements. Communicates with managers to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Communicates the daily plan and coordinates across functions and facilities to ensure timely processing and dispatch of mail. Collaborates and builds relationships with in-plant support, maintenance, logistics, retail and delivery, and other functions. Develops and implements action plans to improve operations, correct failure points and maintain alignment with established goals. Implements operation plans for holidays and peak season to ensure mail flow is seamless.

3. Manages mail processing staffing and re-allocates resources as necessary. Reviews staff complement and evaluates necessary actions (e.g., hiring, performance management, terminations) to ensure the mail processing operation is staffed sufficiently to support operations, in accordance with applicable local and national agreements. Reviews work hours and overtime to ensure adherence to applicable Postal policies and collective bargaining agreements and identify opportunities for improvement. Manages the budget for the mail processing operation.

4. Adapts operational and staffing plans as mail volumes and schedules change to improve operational effectiveness. Evaluates current processing operations against the plan to identify failure points and opportunities for improvement. Reviews reports to identify issues and trends (e.g., tour recaps, Run Plan Generator (RPG), numbers from Informed Visibility, Surface Visibility, WebEOR, dashboards).

5. Manages processing of mail and expedites the any~~processing of~~ delayed mail and resolution of escalated maintenance downtime issues. Collaborates with managers and supervisors to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with managers and logistics.

6. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

7. Manages the creation and maintenance of weekly schedules to meet established cost control, budget, and workload constraints. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

8. Works with labor organizations and management associations to foster collaborative work relationships, establish a positive workplace environment, communicate policy and process updates, and ensure contractual compliance. Ensures adherence to Postal policies and local and national collective bargaining agreements.

9. Provides employee coaching, mentoring and feedback to develop employee skills and increase performance. Conducts Gemba walks through the facility to engage employees and observe the work environment to identify and resolve issues. Collaborates with managers and supervisors to address work complaints, resolve issues, and handle escalations. Fosters a positive work environment that is conducive to effective performance.

10. Maintains a safe work environment by establishing a culture of workplace safety, addressing safety issues with employees, and implementing safety and environmental compliance programs to mitigate against unsafe work behavior and conditions.

SUPERVISION:

~~Manager, Processing and Distribution Center; Manager, Bulk Mail Center; or Manager, Airport Mail Center.~~Plant Manager

SELECTION METHOD:

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

REQUIREMENTS:

1. ~~Knowledge of mail processing and distribution operations, policies, and procedures.~~

2. ~~Ability to determine staffing and equipment needs, including determining priorities and assessing the need for overtime.~~

3. ~~Ability to monitor operational performance and make appropriate adjustments to optimize mail flow.~~

4. ~~Ability to communicate orally in order to coordinate work activities with other managers, consult with customers, and meet with union representatives.~~

5. ~~Ability to manage the work of others to achieve organizational goals and objectives, including planning and organizing the work, facilitating the flow of work-related information, and providing technical guidance.~~

6. ~~Ability to monitor mail processing operations for compliance with established safety policy and procedures.~~

7. ~~Ability to manage an on-the-job training program.~~

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.

8. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.

9. Ability to think critically and make informed decisions regarding resource allocation and processing operations sufficient to troubleshoot issues and make adjustments to meet the operating plan and achieve service standards, based on mail processing equipment, volume, critical entry times, and clearance times.

10. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.

SR MGR DISTRIBUTION OPERATIONS (EAS-25)
OCCUPATION CODE: 2315-7138

FUNCTIONAL PURPOSE:

Manages the processing operation for a large processing and distribution center.

DUTIES AND RESPONSIBILITIES:

1. Oversees processing operations across all tours to ensure achievement of organizational goals such as operational precision and service level agreements. Communicates with managers to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Communicates the daily plan and coordinates across functions and facilities to ensure timely processing and dispatch of mail. Collaborates and builds relationships with in-plant support, maintenance, logistics, retail and delivery, and other functions. Develops and implements action plans to improve operations, correct failure points and maintain alignment with established goals. Implements operation plans for holidays and peak season to ensure mail flow is seamless.

3. Manages mail processing staffing and re-allocates resources as necessary. Reviews staff complement and evaluates necessary actions (e.g., hiring, performance management, terminations) to ensure the mail processing operation is staffed sufficiently to support operations, in accordance with applicable local and national agreements. Reviews work hours and overtime to ensure adherence to applicable Postal policies and collective bargaining agreements and identify opportunities for improvement. Manages the budget for the mail processing operation.

4. Adapts operational and staffing plans as mail volumes and schedules change to improve operational effectiveness. Evaluates current processing operations against the plan to identify failure points and opportunities for improvement. Reviews reports to identify issues and trends (e.g., tour recaps, Run Plan Generator (RPG), numbers from Informed Visibility, Surface Visibility, WebEOR, dashboards).

5. Manages processing of mail and expedites any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with managers and supervisors to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with managers and logistics.

6. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

7. Manages the creation and maintenance of weekly schedules to meet established cost control, budget, and workload constraints. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

8. Works with labor organizations and management associations to foster collaborative work relationships, establish a positive workplace environment, communicate policy and process updates, and ensure contractual compliance. Ensures adherence to Postal policies and local and national collective bargaining agreements.

9. Provides employee coaching, mentoring and feedback to develop employee skills and increase performance. Conducts Gemba walks through the facility to engage employees and observe the work environment to identify and resolve issues. Collaborates with managers and supervisors to address work complaints, resolve issues, and handle escalations. Fosters a positive work environment that is conducive to effective performance.

10. Maintains a safe work environment by establishing a culture of workplace safety, addressing safety issues with employees, and implementing safety and environmental compliance programs to mitigate against unsafe work behavior and conditions.

SUPERVISION:

Plant Manager

SELECTION METHOD:

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

REQUIREMENTS:

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.

8. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.

9. Ability to think critically and make informed decisions regarding resource allocation and processing operations sufficient to troubleshoot issues and make adjustments to meet the operating plan and achieve service standards, based on mail processing equipment, volume, critical entry times, and clearance times.

10. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.

MGR DISTRIBUTION OPERATIONS (EAS-22)
OCCUPATION CODE: 2315-7140

FUNCTIONAL PURPOSE:

Manages ~~all automated, mechanized, and/or manual mail~~ one or more processing ~~and distribution~~ operations ~~on an assigned tour at a very large size mail~~ within a processing and distribution center/~~facility~~.

DUTIES AND RESPONSIBILITIES:

1. ~~Manages a medium to large size group of mail processing employees through a small size group of subordinate supervisors.~~

2. ~~Determines staffing and equipment needs for the tour; determines priorities; schedules work assignments; assesses the need for overtime.~~

3. ~~Monitors operational performance throughout the tour; makes adjustments between operations to accommodate workload fluctuations and optimize mail flow; corrects inefficient procedures and resolves operational problems.~~

4. ~~Works with other managers to coordinate mail processing and maintenance activities.~~

5. ~~Meets with customers and major mailers to coordinate schedules of mail shipments and resolve problems.~~

6. ~~Ensures that any mail affected by service interruptions or flight cancellations receives the most expeditious dispatch.~~

7. ~~Manages the on-the-job training program for mail processing employees.~~

8. ~~Observes mail processing operations for hazards to employees; ensures compliance with established safety policy and procedures.~~

9. ~~Provides input for the facility's operating budget.~~

10. ~~Meets with union representatives to resolve disagreements.~~

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. Communicates with supervisors to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs to supervisors based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g., increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3. Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine

performance), from multiple postal platforms to prevent issues and identify root causes, pain points, and opportunities.

4. Manages processing of mail and expedites ~~the processing of~~any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with supervisors and managers to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with supervisors and logistics.

5. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

6. Creates and maintains weekly schedules to meet established cost control, budget, and workload constraints, in accordance with Postal policies and applicable collective bargaining agreements. Assigns employees to machines based on mail volume to meet processing goals. Reviews information from employee attendance and scheduling systems to anticipate staffing and availability issues ~~,~~ and ensure scheduling meets operational needs. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

7. Manages a large number of craft employees indirectly through a small number of supervisors. Coaches and mentors employees to support continual growth and development, foster a positive work environment, and promote employee retention. Ensures adherence to local and national collective bargaining agreements. Performs Gemba walks (e.g., work floor, platform) daily to speak with employees, check processing performance, and resolve processing issues. Collaborates with employees to address work complaints, resolve issues, and avoid escalation.

8. Maintains a safe work environment by promoting a culture of workplace safety. Conducts safety talks, monitors adherence to safety protocols, corrects unsafe actions, and verifies completion of safety-related trainings to ensure compliance with safety programs and mitigate against unsafe work behavior and conditions.

SUPERVISION:

~~Manager, Processing and Distribution Center/Facility; Manager, Bulk Mail; or Manager, Airport Mail Center.~~ Plant Manager or Senior Manager Distribution Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. ~~Knowledge of mail processing and distribution operations, policies, and procedures.~~

2. ~~Ability to determine staffing and equipment needs, including determining priorities and assessing the need for overtime.~~

3. ~~Ability to monitor operational performance and make appropriate adjustments to optimize mail flow.~~

4. ~~Ability to communicate orally in order to coordinate work activities with other managers, consult with customers, and meet with union representatives.~~

5. ~~Ability to manage the work of others to achieve organizational goals and objectives, including planning and organizing the work, facilitating the flow of work-related information, and providing technical guidance.~~

6. ~~Ability to estimate mail processing and distribution expenditures in order to provide budget input.~~

7. ~~Ability to monitor mail processing operations for compliance with established safety policy and procedures.~~

8. ~~Ability to manage an on-the-job training program.~~

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to prioritize work and make decisions, including redirecting employees to assignments based on ongoing conditions, to move the mail in a timely manner and achieve the operational plan and drive operational precision.

8. Ability to use Informed Visibility Employee Scheduling (IVES) and attendance systems to create work schedules and tracking systems, monitor employee attendance, inform staffing decisions, and track labor costs.

9. Ability to interpret reports and dashboards (e.g., Run Plan Generator, Surface Visibility, Informed Visibility, Daily Mail Condition Reporting System, MPE Watch, scan data) relating to facility performance, machine performance, and employee availability to inform operations.

10. Ability to supervise employees to plan work, direct workflow, provide guidance, and engage employees.

MGR DISTRIBUTION OPERATIONS (EAS-22)
OCCUPATION CODE: 2315-7140

FUNCTIONAL PURPOSE:

Manages one or more processing operations within a processing and distribution center.

DUTIES AND RESPONSIBILITIES:

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. Communicates with supervisors to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs to supervisors based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g., increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3. Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine performance), from multiple postal platforms to prevent issues and identify root causes, pain points, and opportunities.

4. Manages processing of mail and expedites any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with supervisors and managers to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with supervisors and logistics.

5. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

6. Creates and maintains weekly schedules to meet established cost control, budget, and workload constraints, in accordance with Postal policies and applicable collective bargaining agreements. Assigns employees to machines based on mail volume to meet processing goals. Reviews information from employee attendance and scheduling systems to anticipate staffing and availability issues and ensure scheduling meets operational needs. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

7. Manages a large number of craft employees indirectly through a small number of supervisors. Coaches and mentors employees to support continual growth and development, foster a positive work environment, and promote employee retention. Ensures adherence to local and national collective bargaining agreements. Performs Gemba walks (e.g., work floor, platform) daily to speak with employees, check processing performance, and resolve processing issues. Collaborates with employees to address work complaints, resolve issues, and avoid escalation.

8. Maintains a safe work environment by promoting a culture of workplace safety. Conducts safety talks, monitors adherence to safety protocols, corrects unsafe actions, and verifies completion of safety-related trainings to ensure compliance with safety programs and mitigate against unsafe work behavior and conditions.

SUPERVISION:

Plant Manager or Senior Manager Distribution Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to prioritize work and make decisions, including redirecting employees to assignments based on ongoing conditions, to move the mail in a timely manner and achieve the operational plan and drive operational precision.

8. Ability to use Informed Visibility Employee Scheduling (IVES) and attendance systems to create work schedules and tracking systems, monitor employee attendance, inform staffing decisions, and track labor costs.

9. Ability to interpret reports and dashboards (e.g., Run Plan Generator, Surface Visibility, Informed Visibility, Daily Mail Condition Reporting System, MPE Watch, scan data) relating to facility performance, machine performance, and employee availability to inform operations.

10. Ability to supervise employees to plan work, direct workflow, provide guidance, and engage employees.

MGR DISTRIBUTION OPERATIONS (EAS-24)
OCCUPATION CODE: 2315-7139

FUNCTIONAL PURPOSE:

Manages ~~all automated, mechanized, and/or manual~~ one or more ~~mail~~ processing ~~and distribution~~ operations ~~for assigned tour(s) at a major mail~~ within a processing and distribution center ~~facility or network distribution center~~.

DUTIES AND RESPONSIBILITIES:

1. ~~Manages a large size group of mail processing employees through a small to medium size group of subordinate supervisors.~~

2. ~~Determines staffing and equipment needs for assigned tours; determines priorities; schedules work assignments; assesses the need for overtime.~~

3. ~~Monitors operational performance throughout the tour; makes adjustments between operations to accommodate workload fluctuations and optimize mail flow; corrects inefficient procedures and resolves operational problems.~~

4. ~~Works with other managers to coordinate mail processing and maintenance activities.~~

5. ~~Meets with customers and major mailers to coordinate schedules of mail shipments and resolve problems.~~

6. ~~Ensures that any mail affected by service interruptions or flight cancellations receives the most expeditious dispatch.~~

7. ~~Manages the on-the-job training program for mail processing employees.~~

8. ~~Observes mail processing operations for hazards to employees; ensures compliance with established safety policy and procedures.~~

9. ~~Manages preparation and submision of routine and special reports related to distribution activities; oversees special distribution operations programs.~~

10. ~~Meets with union representatives to resolve disagreements.~~

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. Communicates with supervisors to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs to supervisors based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g., increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3. Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine performance), from multiple postal platforms to prevent issues and identify root causes, pain points, and opportunities.

4. Manages processing of mail and expedites ~~the processing of~~any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with supervisors and managers to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with supervisors and logistics.

5. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

6. Creates and maintains weekly schedules to meet established cost control, budget, and workload constraints, in accordance with Postal policies and applicable collective bargaining agreements. Assigns employees to machines based on mail volume to meet processing goals. Reviews information from employee attendance and scheduling systems to anticipate staffing and availability issues ~~,~~and ensure scheduling meets operational needs. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

7. Manages a large number of craft employees indirectly through a small number of supervisors. Coaches and mentors employees to support continual growth and development, foster a positive work environment, and promote employee retention. Ensures adherence to local and national collective bargaining agreements. Performs Gemba walks (e.g., work floor, platform) daily to speak with employees, check processing performance, and resolve processing issues. Collaborates with employees to address work complaints, resolve issues, and avoid escalation.

8. Maintains a safe work environment by promoting a culture of workplace safety. Conducts safety talks, monitors adherence to safety protocols, corrects unsafe actions, and verifies completion of safety-related trainings to ensure compliance with safety programs and mitigate against unsafe work behavior and conditions.

SUPERVISION:

~~Manager, Processing and Distribution Center; Manager, Network Distribution Center; or Manager, Airport Mail Center.~~ Plant Manager or Senior Manager Distribution Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. ~~Knowledge of mail processing and distribution operations, policies, and procedures.~~

2. ~~Ability to determine staffing and equipment needs, including determining priorities and assessing the need for overtime.~~

3. Ability to monitor operational performance and make appropriate adjustments to optimize mail flow.

4. Ability to communicate orally in order to coordinate work activities with other managers, consult with customers, and meet with union representatives.

5. Ability to manage the work of others to achieve organizational goals and objectives, including planning and organizing the work, facilitating the flow of work-related information, and providing technical guidance.

6. Ability to monitor mail processing operations for compliance with established safety policy and procedures.

7. Ability to manage an on-the-job training program.

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to prioritize work and make decisions, including redirecting employees to assignments based on ongoing conditions, to move the mail in a timely manner and achieve the operational plan and drive operational precision.

8. Ability to use Informed Visibility Employee Scheduling (IVES) and attendance systems to create work schedules and tracking systems, monitor employee attendance, inform staffing decisions, and track labor costs.

9. Ability to interpret reports and dashboards (e.g., Run Plan Generator, Surface Visibility, Informed Visibility, Daily Mail Condition Reporting System, MPE Watch, scan data) relating to facility performance, machine performance, and employee availability to inform operations.

10. Ability to supervise employees to plan work, direct workflow, provide guidance, and engage employees.

MGR DISTRIBUTION OPERATIONS (EAS-24)
OCCUPATION CODE: 2315-7139

FUNCTIONAL PURPOSE:

Manages one or more processing operations within a processing and distribution center.

DUTIES AND RESPONSIBILITIES:

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. Communicates with supervisors to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs to supervisors based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g., increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3. Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine performance), from multiple postal platforms to prevent issues and identify root causes, pain points, and opportunities.

4. Manages processing of mail and expedites any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with supervisors and managers to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with supervisors and logistics.

5. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

6. Creates and maintains weekly schedules to meet established cost control, budget, and workload constraints, in accordance with Postal policies and applicable collective bargaining agreements. Assigns employees to machines based on mail volume to meet processing goals. Reviews information from employee attendance and scheduling systems to anticipate staffing and availability issues and ensure scheduling meets operational needs. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

7. Manages a large number of craft employees indirectly through a small number of supervisors. Coaches and mentors employees to support continual growth and development, foster a positive work environment, and promote employee retention. Ensures adherence to local and national collective bargaining agreements. Performs Gemba walks (e.g., work floor, platform) daily to speak with employees, check processing performance, and resolve processing issues. Collaborates with employees to address work complaints, resolve issues, and avoid escalation.

8. Maintains a safe work environment by promoting a culture of workplace safety. Conducts safety talks, monitors adherence to safety protocols, corrects unsafe actions, and verifies completion of safety-related trainings to ensure compliance with safety programs and mitigate against unsafe work behavior and conditions.

SUPERVISION:

Plant Manager or Senior Manager Distribution Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to prioritize work and make decisions, including redirecting employees to assignments based on ongoing conditions, to move the mail in a timely manner and achieve the operational plan and drive operational precision.

8. Ability to use Informed Visibility Employee Scheduling (IVES) and attendance systems to create work schedules and tracking systems, monitor employee attendance, inform staffing decisions, and track labor costs.

9. Ability to interpret reports and dashboards (e.g., Run Plan Generator, Surface Visibility, Informed Visibility, Daily Mail Condition Reporting System, MPE Watch, scan data) relating to facility performance, machine performance, and employee availability to inform operations.

10. Ability to supervise employees to plan work, direct workflow, provide guidance, and engage employees.

FUNCTIONAL PURPOSE:

Manages ~~all automated, mechanized, and/or manual mail~~ one or more processing ~~and distribution~~ operations ~~on an assigned tour at a large size mail~~ within a processing and distribution center/~~facility~~.

DUTIES AND RESPONSIBILITIES:

1. ~~Manages a medium size group of mail processing employees through a small size group of subordinate supervisors.~~

2. ~~Determines staffing and equipment needs for the tour; determines priorities; schedules work assignments; assesses the need for overtime.~~

3. ~~Monitors operational performance throughout the tour; makes adjustments between operations to accommodate workload fluctuations and optimize mail flow; corrects inefficient procedures and resolves operational problems.~~

4. ~~Works with other managers to coordinate mail processing and maintenance activities.~~

5. ~~Meets with customers and major mailers to coordinate schedules of mail shipments and resolve problems.~~

6. ~~Ensures that any mail affected by service interruptions or flight cancellations receives the most expeditious dispatch.~~

7. ~~Manages the on-the-job training program for mail processing employees.~~

8. ~~Observes mail processing operations for hazards to employees; ensures compliance with established safety policy and procedures.~~

9. ~~Provides input for the facility's operating budget.~~

10. ~~Meets with union representatives to resolve disagreements.~~

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. Communicates with supervisors to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs to supervisors based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g., increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3. Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine

performance), from multiple postal platforms to prevent issues and identify root causes, pain points, and opportunities.

4. Manages processing of mail and expedites ~~the processing of~~any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with supervisors and managers to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with supervisors and logistics.

5. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

6. Creates and maintains weekly schedules to meet established cost control, budget, and workload constraints, in accordance with Postal policies and applicable collective bargaining agreements. Assigns employees to machines based on mail volume to meet processing goals. Reviews information from employee attendance and scheduling systems to anticipate staffing and availability issues, and ensure scheduling meets operational needs. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

7. Manages a large number of craft employees indirectly through a small number of supervisors. Coaches and mentors employees to support continual growth and development, foster a positive work environment, and promote employee retention. Ensures adherence to local and national collective bargaining agreements. Performs Gemba walks (e.g., work floor, platform) daily to speak with employees, check processing performance, and resolve processing issues. Collaborates with employees to address work complaints, resolve issues, and avoid escalation.

8. Maintains a safe work environment by promoting a culture of workplace safety. Conducts safety talks, monitors adherence to safety protocols, corrects unsafe actions, and verifies completion of safety-related trainings to ensure compliance with safety programs and mitigate against unsafe work behavior and conditions.

SUPERVISION:

~~Manager, Processing and Distribution Center; Manager, Bulk Mail Center; or Manager, Airport Mail Center/Facility~~ Plant Manager or Senior Manager Distribution Operations

SELECTION METHOD:

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

REQUIREMENTS:

1. ~~Knowledge of mail processing and distribution operations, policies, and procedures.~~

2. ~~Ability to determine staffing and equipment needs, including determining priorities and assessing the need for overtime.~~

3. ~~Ability to monitor operational performance and make appropriate adjustments to optimize mail flow.~~

4. ~~Ability to communicate orally in order to coordinate work activities with other managers, consult with customers, and meet with union representatives.~~

5. Ability to manage the work of others to achieve organizational goals and objectives, including planning and organizing the work, facilitating the flow of work-related information, and providing technical guidance.

6. Ability to estimate mail processing and distribution expenditures in order to provide budget input.

7. Ability to monitor mail processing operations for compliance with established safety policy and procedures.

8. Ability to manage an on-the-job training program.

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to prioritize work and make decisions, including redirecting employees to assignments based on ongoing conditions, to move the mail in a timely manner and achieve the operational plan and drive operational precision.

8. Ability to use Informed Visibility Employee Scheduling (IVES) and attendance systems to create work schedules and tracking systems, monitor employee attendance, inform staffing decisions, and track labor costs.

9. Ability to interpret reports and dashboards (e.g., Run Plan Generator, Surface Visibility, Informed Visibility, Daily Mail Condition Reporting System, MPE Watch, scan data) relating to facility performance, machine performance, and employee availability to inform operations.

10. Ability to supervise employees to plan work, direct workflow, provide guidance, and engage employees.

MGR DISTRIBUTION OPERATIONS (EAS-20)
OCCUPATION CODE: 2315-7141

FUNCTIONAL PURPOSE

Manages one or more processing operations within a processing and distribution center.

DUTIES AND RESPONSIBILITIES

1. Coordinates processing operations between tours and facilities to ensure the timely processing of mail to meet organizational goals such as operational precision and service level agreements. Communicates with supervisors to gather information on mail processing status, concerns, and needs. Coordinates with logistics to ensure mail arrives and departs on schedule. Ensures adherence to Postal policies and procedures. Meets with stakeholders in tour turnover huddles and walkthroughs between tours to share status information (e.g., overtime required, machine performance issues, mail volume) and ensure continuity of operations.

2. Manages available resources and forecasts resource needs to execute the operational plan and maintain and enhance operational precision. Communicates operational needs to supervisors based on Run Plan Generator (RPG), same period last year (SPLY), and real time volume (e.g., increase, decrease). Determines machine availability, evaluates performance, and makes adjustments to the daily machine run times using Run Plan Generator (RPG) reports to ensure the timely completion of processing of all classes of mail. Utilizes data from in-plant support to forecast time and resources (e.g., personnel, machines) needed to process mail.

3. Validates scanning of mail to confirm adherence to protocol and standards to achieve plan. Analyzes performance data (e.g., scanning scores, late arrivals, missorted mail, machine performance), from multiple postal platforms to prevent issues and identify root causes, pain points, and opportunities.

4. Manages processing of mail and expedites any delayed mail and resolution of escalated maintenance downtime issues. Collaborates with supervisors and managers to develop solutions to decrease missent mail. Manages the holding of mail due to transportation delays in consultation with supervisors and logistics.

5. Monitors and provides status updates regarding the processing of mail volume (e.g., machine breakdowns). Monitors the efficient downflow of mail and communicates potentially unexpected mail volume fluctuations to receiving facilities. Reports mail processing delays (e.g., rewraps, misdated packages) and machine maintenance downtime cross-functionally and to leadership. Reports daily metrics (e.g., process volumes, machine downtimes, accidents) to leadership.

6. Creates and maintains weekly schedules to meet established cost control, budget, and workload constraints, in accordance with Postal policies and applicable collective bargaining agreements. Assigns employees to machines based on mail volume to meet processing goals. Reviews information from employee attendance and scheduling systems to anticipate staffing and availability issues and ensure scheduling meets operational needs. Coordinates with in-plant support to ensure operational needs are appropriately staffed and resourced.

7. Manages a large number of craft employees indirectly through a small number of supervisors. Coaches and mentors employees to support continual growth and development, foster a positive work environment, and promote employee retention. Ensures adherence to local and national collective bargaining agreements. Performs Gemba walks (e.g., work floor, platform) daily to speak with employees, check processing performance, and resolve processing issues. Collaborates with employees to address work complaints, resolve issues, and avoid escalation.

8. Maintains a safe work environment by promoting a culture of workplace safety. Conducts safety talks, monitors adherence to safety protocols, corrects unsafe actions, and verifies completion of safety-related trainings to ensure compliance with safety programs and mitigate against unsafe work behavior and conditions.

SUPERVISION

Plant Manager or Senior Manager Distribution Operations

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of mail and package processing equipment, and mechanization and automation principles sufficient to maximize productivity, identify and resolve performance deficiencies.

2. Knowledge of mail and package types, mail flow and related Postal policies and procedures, including mail classes (for example, 2C, 3C, Priority, First Class, Color Coding, marketing mail) and processing requirements sufficient to ensure that mail is labeled, sorted, and processed correctly.

3. Knowledge of national and local collective bargaining agreements sufficient to ensure compliance and assign work appropriately.

4. Knowledge of safety policies and procedures sufficient to monitor safe working conditions and address safety compliance issues.

5. Ability to troubleshoot and coordinate resolution for mail processing issues, including diagnosing root causes to problems in machines, scans, and operations.

6. Ability to work collaboratively with others to coordinate work, troubleshoot issues and implement solutions to achieve organizational goals and leverage opportunities for improvement.

7. Ability to prioritize work and make decisions, including redirecting employees to assignments based on ongoing conditions, to move the mail in a timely manner and achieve the operational plan and drive operational precision.

8. Ability to use Informed Visibility Employee Scheduling (IVES) and attendance systems to create work schedules and tracking systems, monitor employee attendance, inform staffing decisions, and track labor costs.

9. Ability to interpret reports and dashboards (e.g., Run Plan Generator, Surface Visibility, Informed Visibility, Daily Mail Condition Reporting System, MPE Watch, scan data) relating to facility performance, machine performance, and employee availability to inform operations.

10. Ability to supervise employees to plan work, direct workflow, provide guidance, and engage employees.

MGR ~~IN-PLANT~~PROCESSING SUPPORT (EAS-21)
OCCUPATION CODE: 2315-7143

FUNCTIONAL PURPOSE

Manages the implementation and coordination of continuous improvement projects, programs, and initiatives to support processing operations and performance efficiencies. Ensures operational processes adhere to national strategies, standardization, and USPS policies. ~~Manages the ongoing review and evaluation of service and quality performance at a large processing and distribution center; provides technical support to post offices within the facility's service area.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in Level EAS25 International Service Centers and Level EAS25 Processing and Distribution Centers.

DUTIES AND RESPONSIBILITIES

1. Manages the review and validation of processes for adherence to national strategies, standardization, and USPS policies.

2. Evaluates mail processing and scanning performance metrics to identify discrepancies, trends, adherence to national strategies, operating plans, standard operating procedures, and policies. Provides performance and mail condition updates for stakeholder awareness.

3. Leads the development of recommendations for performance improvement, including identifying root causes and possible countermeasures. Creates and presents clear, concise summaries of data-based recommendations, including implementation and communication plans for all levels of the organization.

4. Conducts interactive workroom floor observations of processing operations to assess conditions and identify potential processing risks. Collaborates with Logistics and Operations stakeholders to mitigate risks, meet operating plans, and ensure the availability of resources to support timely processing and delivery of mail.

5. Leads the development of machine run plans and ensures employee schedules align with operating plans. Collaborates cross-functionally to analyze historical operational data and planned conditions to project volume and needed resources for current and future plans including holidays and special events. Assesses plan precision and initiates improvements.

6. Coordinate and communicate implementation plans with stakeholders for processing changes including scope, purpose, timelines, and resource impacts.

7. Manages multiple teams of employees supporting processing operations; makes assignments, monitors performance, and provides direction, guidance, and feedback to

team members. Identifies and provides career development opportunities to optimize employee performance, enhance employee skillsets, and ensure organizational goals are met.

8. Manages mail processing complement, planning, and bid management to ensure organizational goals are met. Coordinates with workforce planning on complement management activities (e.g., job postings, attrition rates, career conversion rates) to ensure adequate facility staffing. Communicates with union representatives and stakeholders regarding operational changes to inform of upcoming changes to complement and schedules.

9. Identifies, coordinates, and facilitates training opportunities and onboarding activities throughout the facility. Directs initiatives and training to ensure process changes, policy updates, and emerging technology are incorporated into processing operations.

1. ~~Manages the development of local plans to implement national and area processing and distribution programs and policies.~~

2. ~~Manages the review and evaluation of local operations; ensures that service and quality goals are met; works with local managers to improve operations and procedures.~~

3. ~~Manages the development of local requirements for space, facilities, equipment and staffing; works with local managers to develop the economic justification, assess alternatives and determine priorities.~~

4. ~~Manages the work activities of a small team of operations support specialist and operations industrial engineers.~~

5. ~~Meets with customers, major mailers and suppliers on a regular basis to resolve problems and/or improve service.~~

6. ~~Participates in the development of the local operating budget; tracks budget performance and ensures that budget goals are met.~~

7. ~~Provides technical support to post offices within the facility's service area.~~

SUPERVISION

Plant Manager to which assigned.

SELECTION METHOD

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

REQUIREMENTS:

1. Knowledge of mail processing operations and service standards including sort programs machine layouts and capabilities, and processing flows sufficient to analyze processing operations and make recommendations for improvement.

2. Ability to lead multiple priorities including developing plans, timelines, procedures; assigning team members to optimize resources to achieve goals, monitoring performance; and reporting results.

3. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., delivery, logistics, maintenance, human resources) sufficient to communicate status updates and adjust processing schedules to accommodate ongoing conditions.

4. Ability to communicate verbally and in writing to develop and present data analysis and recommendations to internal and external stakeholders.

5. Ability to manage the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, building effective work relationships, and establishing individual development plans.

6. Ability to analyze data from multiple sources to identify performance metrics, trends, and opportunities for improvement of mail processing operations and efficiencies.

7. Ability to use complement management tools and reporting systems to monitor staffing of the facility and ensure effective scheduling.

8. Ability to use Microsoft Office Suite (e.g., Excel, Word, PowerPoint) to create documents, charts, reports, and presentations.

9. Knowledge of national and local collective bargaining, and local memoranda of understanding (LMOU) agreements sufficient to ensure compliance with complement management.

1. ~~Knowledge of quality and continuous improvement tools and techniques, including Lean Six Sigma.~~
2. ~~~~
3. ~~Ability to manage the review and evaluation of local operations.~~
4. ~~~~
5. ~~Ability to manage the development of local requirements for resources.~~
6. ~~~~
7. ~~Ability to resolve issues with customers, major mailers, and suppliers.~~
8. ~~~~
9. ~~Ability to provide technical support to post offices.~~
10. ~~~~
11. ~~Ability to manage the work of people to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.~~
12. ~~~~
13. ~~Ability to communicate orally and in writing sufficient to develop and present reports, briefings and recommendations.~~
14. ~~~~

Ability to manage the implementation of national and area processing and distribution programs and policies.

MGR PROCESSING SUPPORT (EAS-21)
OCCUPATION CODE: 2315-7143

FUNCTIONAL PURPOSE

Manages the implementation and coordination of continuous improvement projects, programs, and initiatives to support processing operations and performance efficiencies. Ensures operational processes adhere to national strategies, standardization, and USPS policies.

OPERATIONAL REQUIREMENTS

EAS-21: This position is to be authorized in Level EAS25 International Service Centers and Level EAS25 Processing and Distribution Centers.

DUTIES AND RESPONSIBILITIES

1. Manages the review and validation of processes for adherence to national strategies, standardization, and USPS policies.

2. Evaluates mail processing and scanning performance metrics to identify discrepancies, trends, adherence to national strategies, operating plans, standard operating procedures, and policies. Provides performance and mail condition updates for stakeholder awareness.

3. Leads the development of recommendations for performance improvement, including identifying root causes and possible countermeasures. Creates and presents clear, concise summaries of data-based recommendations, including implementation and communication plans for all levels of the organization.

4. Conducts interactive workroom floor observations of processing operations to assess conditions and identify potential processing risks. Collaborates with Logistics and Operations stakeholders to mitigate risks, meet operating plans, and ensure the availability of resources to support timely processing and delivery of mail.

5. Leads the development of machine run plans and ensures employee schedules align with operating plans. Collaborates cross-functionally to analyze historical operational data and planned conditions to project volume and needed resources for current and future plans including holidays and special events. Assesses plan precision and initiates improvements.

6. Coordinate and communicate implementation plans with stakeholders for processing changes including scope, purpose, timelines, and resource impacts.

5. Ability to manage the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, building effective work relationships, and establishing individual development plans.

6. Ability to analyze data from multiple sources to identify performance metrics, trends, and opportunities for improvement of mail processing operations and efficiencies.

7. Ability to use complement management tools and reporting systems to monitor staffing of the facility and ensure effective scheduling.

8. Ability to use Microsoft Office Suite (e.g., Excel, Word, PowerPoint) to create documents, charts, reports, and presentations.

9. Knowledge of national and local collective bargaining, and local memoranda of understanding (LMOU) agreements sufficient to ensure compliance with complement management.

MGR ~~IN-PLANT~~ PROCESSING SUPPORT (EAS-23)
OCCUPATION CODE: 2315-7145

FUNCTIONAL PURPOSE

Manages the implementation and coordination of continuous improvement projects, programs, and initiatives to support processing operations and performance efficiencies adherence to national strategies, standardization, and USPS policies.
~~Manages the ongoing review and evaluation of service and quality performance at a very large processing and distribution center; provides technical support to post offices within the facility's service area.~~

OPERATIONAL REQUIREMENTS

This position is to be authorized in Level 2 International Service Centers, and Level 3 and Level 4 Processing and Distribution Centers.

DUTIES AND RESPONSIBILITIES

1. Manages the review and validation of processes for adherence to national strategies, standardization, and USPS policies.

2. Evaluates mail processing and scanning performance metrics to identify discrepancies, trends, and adherence to national strategies, standard operating procedures, and policies. Provides performance and mail condition updates for stakeholder awareness.

3. Leads the development of recommendations for performance improvement, including identifying root causes and possible countermeasures. Creates and presents clear, concise summaries of data-based recommendations, including implementation and communication plans for all levels of the organization.

4. Conducts interactive workroom floor observations of processing operations to assess conditions and identify potential processing risks. Collaborates with Logistics and Operations stakeholders to mitigate risks, meet operating plans, and ensure the availability of resources to support timely processing and delivery of mail.

5. Leads the development of machine run plans and ensures employee schedules align with operating plans. Collaborates cross-functionally to analyze historical operational data and planned conditions to project volume and needed resources for current and future plans including holidays and special events. Assesses plan precision and initiates improvements.

6. Coordinate and communicate implementation plans with stakeholders for processing changes including scope, purpose, timelines, and resource impacts.

7. Manages multiple teams of employees supporting processing operations; makes assignments, monitors performance, and provides direction, guidance, and feedback to team members. Identifies and provides career development opportunities to optimize

employee performance, enhance employee skillsets, and ensure organizational goals are met.

8. Manages mail processing complement, planning, and bid management to ensure organizational goals are met. Coordinates with workforce planning on complement management activities (e.g., job postings, attrition rates, career conversion rates) to ensure adequate facility staffing. Communicates with union representatives and stakeholders regarding operational changes to inform of upcoming changes to complement and schedules.

9. Identifies, coordinates, and facilitates training opportunities and onboarding activities throughout the facility. Directs initiatives and training to ensure process changes, policy updates, and emerging technology are incorporated into processing operations.

1. Manages the development of local plans to implement national and area processing and distribution programs and policies.

2. Manages the review and evaluation of local operations; ensures that service and quality goals are met; works with local managers to improve operations and procedures.

3. Manages the development of local requirements for space, facilities, equipment and staffing; works with local managers to develop the economic justification, assess alternatives and determine priorities.

4. Manages the work activities of a team of operations support specialists and operations industrial engineers.

5. Meets with customers, major mailers and suppliers on a regular basis to resolve problems and/or improve service.

6. Participates in the development of the local operating budget; tracks budget performance and ensures that budget goals are met.

7. Provides technical support to post offices within the facility's service area.

SUPERVISION

Plant Manager to which assigned.

SELECTION METHOD

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

REQUIREMENTS:

1. Knowledge of mail processing operations and service standards including sort programs machine layouts and capabilities, and processing flows sufficient to analyze processing operations and make recommendations for improvement.

2. Ability to lead multiple priorities including developing plans, timelines, procedures; assigning team members to optimize resources to achieve goals, monitoring performance; and reporting results.

3. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., delivery, logistics, maintenance, human resources) sufficient to communicate status updates and adjust processing schedules to accommodate ongoing conditions.

4. Ability to communicate verbally and in writing to develop and present data analysis and recommendations to internal and external stakeholders.

5. Ability to manage the work performance of staff, which includes scheduling, time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, building effective work relationships, and establishing individual development plans.

6. Ability to analyze data from multiple sources to identify performance metrics, trends, and opportunities for improvement of mail processing operations and efficiencies.

7. Ability to use complement management tools and reporting systems to monitor staffing of the facility and ensure effective scheduling.

8. Ability to use Microsoft Office Suite (e.g., Excel, Word, PowerPoint) to create documents, charts, reports, and presentations.

9. Knowledge of national and local collective bargaining, and local memoranda of understanding (LMOU) agreements sufficient to ensure compliance with complement management.

1. ~~Ability to communicate orally and in writing sufficient to develop and present reports, briefings and recommendations.~~

2. ~~Knowledge of quality and continuous improvement tools and techniques, including Lean Six Sigma.~~

3. ~~Ability to manage the implementation of national and area processing and distribution programs and policies.~~

4. ~~Ability to manage the review and evaluation of local operations.~~

5. ~~Ability to manage the development of local requirements for resources.~~

6. ~~Ability to resolve issues with customers, major mailers, and suppliers.~~

7. ~~Ability to provide technical support to post offices.~~

~~Ability to manage the work of people to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.~~

MGR PROCESSING SUPPORT (EAS-23)
OCCUPATION CODE: 2315-7145

FUNCTIONAL PURPOSE

Manages the implementation and coordination of continuous improvement projects, programs, and initiatives to support processing operations and performance efficiencies. adherence to national strategies, standardization, and USPS policies.

OPERATIONAL REQUIREMENTS

This position is to be authorized in Level 2 International Service Centers, and Level 3 and Level 4 Processing and Distribution Centers.

DUTIES AND RESPONSIBILITIES

1. Manages the review and validation of processes for adherence to national strategies, standardization, and USPS policies.

2. Evaluates mail processing and scanning performance metrics to identify discrepancies, trends, and adherence to national strategies, standard operating procedures, and policies. Provides performance and mail condition updates for stakeholder awareness.

3. Leads the development of recommendations for performance improvement, including identifying root causes and possible countermeasures. Creates and presents clear, concise summaries of data-based recommendations, including implementation and communication plans for all levels of the organization.

4. Conducts interactive workroom floor observations of processing operations to assess conditions and identify potential processing risks. Collaborates with Logistics and Operations stakeholders to mitigate risks, meet operating plans, and ensure the availability of resources to support timely processing and delivery of mail.

5. Leads the development of machine run plans and ensures employee schedules align with operating plans. Collaborates cross-functionally to analyze historical operational data and planned conditions to project volume and needed resources for current and future plans including holidays and special events. Assesses plan precision and initiates improvements.

6. Coordinate and communicate implementation plans with stakeholders for processing changes including scope, purpose, timelines, and resource impacts.

7. Manages multiple teams of employees supporting processing operations; makes assignments, monitors performance, and provides direction, guidance, and feedback to team members. Identifies and provides career development opportunities to optimize employee performance, enhance employee skillsets, and ensure organizational goals are met.

8. Manages mail processing complement, planning, and bid management to ensure organizational goals are met. Coordinates with workforce planning on complement management activities (e.g., job postings, attrition rates, career conversion rates) to ensure adequate facility staffing. Communicates with union representatives and stakeholders regarding operational changes to inform of upcoming changes to complement and schedules.

9. Identifies, coordinates, and facilitates training opportunities and onboarding activities throughout the facility. Directs initiatives and training to ensure process changes, policy updates, and emerging technology are incorporated into processing operations.

SUPERVISION

Plant Manager to which assigned.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of mail processing operations and service standards including sort programs machine layouts and capabilities, and processing flows sufficient to analyze processing operations and make recommendations for improvement.

2. Ability to lead multiple priorities including developing plans, timelines, procedures; assigning team members to optimize resources to achieve goals, monitoring performance; and reporting results.

3. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., delivery, logistics, maintenance, human resources) sufficient to communicate status updates and adjust processing schedules to accommodate ongoing conditions.

4. Ability to communicate verbally and in writing to develop and present data analysis and recommendations to internal and external stakeholders.

5. Ability to manage the work performance of staff, which includes scheduling, time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, building effective work relationships, and establishing individual development plans.

6. Ability to analyze data from multiple sources to identify performance metrics, trends, and opportunities for improvement of mail processing operations and efficiencies.

7. Ability to use complement management tools and reporting systems to monitor staffing of the facility and ensure effective scheduling.

8. Ability to use Microsoft Office Suite (e.g., Excel, Word, PowerPoint) to create documents, charts, reports, and presentations.

9. Knowledge of national and local collective bargaining, and local memoranda of understanding (LMOU) agreements sufficient to ensure compliance with complement management.

PROCESSING~~OPERATIONS~~ SUPPORT SPECIALIST (EAS-17)
OCCUPATION CODE: 2315-XXXX~~0068~~

FUNCTIONAL PURPOSE

Evaluates operational service, performance, and programs to support processing operations and identify opportunities for improvement.
~~Provides technical staff work related to the analysis and evaluation of operational procedures, service programs and systems; including sort program development and maintenance, and operational requirements and quality improvements in support of mail processing, customer services or delivery operations.~~

DUTIES AND RESPONSIBILITIES

1. Updates and develops sort plans in alignment with operational requirements (e.g., staffing, processing volume, transportation schedules) to increase efficiency, productivity, and service performance. Communicates with leadership and stakeholders to ensure operational precision.

2. Analyzes operational data and machine run plans (e.g., Intelligent Plan Generator [IPG]) to identify trends and areas for improvement. Provides status updates and identifies actionable recommendations based on analytics (e.g., Informed Visibility).

3. Initiates and coordinates improvements in staffing and equipment utilization, mail flow, quality control, and procedures to optimize efficiency and productivity. Coordinates and optimizes complement against machine run plans to ensure staffing is in alignment with processing schedules. Communicates with cross functional stakeholders and union representatives to provide updates and ensure compliance with Postal policy and contractual agreements.

4. Implements new programs to ensure that methods, standards, and procedures are within established specifications. Collaborates with stakeholders on the design, updates, and precision of the Facility Operating Plan for new and existing facilities.

5. Conducts observations of processing operations to ensure safe and efficient work practices are utilized and coordinates resolution of identified concerns.

6. Assesses mail conditions by conducting floor audits to identify mail delays and ensure accuracy of mail counts.

1. ~~Conducts and participates in operational and statistical studies and surveys; determines requirements for new or modified facilities, equipment, and operational staffing; analyzes quality improvement and reliability performance data; prepares quality improvement test sampling plans and evaluates results.~~

2. ~~Monitors processes for compliance with quality and service standards; provides operations managers and staff with alternative process solutions in order to resolve quality and service problems; reviews and evaluates individual operations to ensure compliance with established processing regulations and policies; develops and communicates training programs to ensure quality standards are met.~~

PROCESSING SUPPORT SPECIALIST (EAS-17)
OCCUPATION CODE: 2315-XXXX

FUNCTIONAL PURPOSE

Evaluates operational service, performance, and programs to support processing operations and identify opportunities for improvement.

DUTIES AND RESPONSIBILITIES

1. Updates and develops sort plans in alignment with operational requirements (e.g., staffing, processing volume, transportation schedules) to increase efficiency, productivity, and service performance. Communicates with leadership and stakeholders to ensure operational precision.

2. Analyzes operational data and machine run plans (e.g., Intelligent Plan Generator [IPG]) to identify trends and areas for improvement. Provides status updates and identifies actionable recommendations based on analytics (e.g., Informed Visibility).

3. Initiates and coordinates improvements in staffing and equipment utilization, mail flow, quality control, and procedures to optimize efficiency and productivity. Coordinates and optimizes complement against machine run plans to ensure staffing is in alignment with processing schedules. Communicates with cross functional stakeholders and union representatives to provide updates and ensure compliance with Postal policy and contractual agreements.

4. Implements new programs to ensure that methods, standards, and procedures are within established specifications. Collaborates with stakeholders on the design, updates, and precision of the Facility Operating Plan for new and existing facilities.

5. Conducts observations of processing operations to ensure safe and efficient work practices are utilized and coordinates resolution of identified concerns.

6. Assesses mail conditions by conducting floor audits to identify mail delays and ensure accuracy of mail counts.

SUPERVISION

Manager, Processing Support

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of postal operations, including mail flow, mail processing equipment, sort plans, and operational staffing functions.

2. Knowledge of the functionality and relationships between the mail processing network and delivery operations to ensure mail is processed efficiently and timely to meet established performance standards.

3. Ability to track, analyze, and evaluate operational performance data (e.g., service performance, mail volume) to identify trends opportunities for improvement, and summarize findings.

4. Ability to communicate orally and in writing at a level sufficient to prepare information for stakeholders.

5. Ability to use computer software and applications such as Microsoft Office Suite (e.g., Excel, Word, PowerPoint) to create documents, charts, reports, and presentations.

6. Ability to develop and maintain work relationships and collaborate cross-functionally with both internal and external stakeholders.

OPERATIONS PROCESSING SUPPORT SPECIALIST (EAS-20)
OCCUPATION CODE: 2340-XXXX5043

FUNCTIONAL PURPOSE

Evaluates operational service, performance, and systems at a facility (e.g., International Service Center, Network Distribution Center, Processing and Distribution Center) to monitor processing operations and identify opportunities for improvement.
Serves as a group leader coordinating the activities of lower level employees in complex projects related to the evaluation of operational procedures, sort program development and update operational requirements and quality improvements at a mail processing center/facility.

DUTIES AND RESPONSIBILITIES

1. Evaluates and develops sort plans in alignment with operational requirements (e.g., staffing, workload, transportation schedules) to increase efficiency, productivity, and service performance. Develops and facilitates communications for leadership and stakeholders to ensure operational precision.

2. Leads the analysis of operational data and machine run plans (e.g., Intelligent Plan Generator [IPG]) to identify trends, deficiencies, and areas for improvement. Provides direction and guidance to data collection personnel to ensure correct processes and procedures are used for completion of operational studies. Develops and presents status updates, and actionable recommendations to management.

3. Initiates and coordinates improvements in staffing and equipment utilization, mail flow, quality control, and procedures to optimize efficiency and productivity. Coordinates and optimizes complement against machine run plans to ensure staffing is in alignment with processing schedules. Communicates with cross functional stakeholders and union representatives to provide updates and ensure compliance with Postal policy and contractual agreements.

4. Leads and coordinates implementation of new programs to ensure that methods, standards, and procedures are within established specifications. Collaborates with stakeholders on the design, updates, and precision of the Facility Operating Plan for new and existing facilities.

5. Conducts observations of processing operations and monitors reports to ensure scanning visibility is completed correctly to ensure accuracy of mail counts and delivery destination. Conducts floor audits to identify mail delays, resolve identified safety issues, and address efficiency concerns in a timely manner.

6. Collaborates cross-functionally with internal and external stakeholders to assess and resolve mail preparation, mail flow, and processing inefficiencies.

1. Monitors and schedules sort program development and updates coordinating with distribution, delivery and address management systems managers to determine sort program requirements.

5. Ability to communicate orally and in writing at a level sufficient to share information related to operational programs with stakeholders.

6. Ability to use computer software and applications such as Microsoft Office Suite (e.g., Excel, Word, PowerPoint) to create documents, charts, reports and presentations.

7. Ability to develop and maintain effective work relationships with both internal and external stakeholders

8. Ability to provide direction and guidance to others on operating policies, procedures, and processes.

9.

1. ~~Knowledge of postal operations, including mail processing, facilities, equipment, and operational staffing functions.~~

2. ~~Ability to analyze data to determine requirements for new or modified facilities, equipment, and operational staffing.~~

3. ~~Ability to analyze quality improvement and operational performance data and prepare test sampling plans.~~

4. ~~Ability to implement, monitor, and evaluate quality and operational improvement programs and procedures to ensure they meet established specifications.~~

5. ~~Ability to monitor the work of employees in order to achieve project objectives.~~

6. ~~Ability to coordinate the work of others to achieve organizational goals and objectives, including planning and organizing the work, facilitating the flow of work-related information, and providing technical guidance.~~

~~Ability to communicate orally and in writing at a level sufficient to prepare information related to operational programs for employees, customers, contractors, and major mailers.~~

PROCESSING SUPPORT SPECIALIST (EAS-20)
OCCUPATION CODE: 2340-XXXX

FUNCTIONAL PURPOSE

Evaluates operational service, performance, and systems at a facility (e.g., International Service Center, Network Distribution Center, Processing and Distribution Center) to monitor processing operations and identify opportunities for improvement.

DUTIES AND RESPONSIBILITIES

1. Evaluates and develops sort plans in alignment with operational requirements (e.g., staffing, workload, transportation schedules) to increase efficiency, productivity, and service performance. Develops and facilitates communications for leadership and stakeholders to ensure operational precision.

2. Leads the analysis of operational data and machine run plans (e.g., Intelligent Plan Generator [IPG]) to identify trends, deficiencies, and areas for improvement. Provides direction and guidance to data collection personnel to ensure correct processes and procedures are used for completion of operational studies. Develops and presents status updates, and actionable recommendations to management.

3. Initiates and coordinates improvements in staffing and equipment utilization, mail flow, quality control, and procedures to optimize efficiency and productivity. Coordinates and optimizes complement against machine run plans to ensure staffing is in alignment with processing schedules. Communicates with cross functional stakeholders and union representatives to provide updates and ensure compliance with Postal policy and contractual agreements.

4. Leads and coordinates implementation of new programs to ensure that methods, standards, and procedures are within established specifications. Collaborates with stakeholders on the design, updates, and precision of the Facility Operating Plan for new and existing facilities.

5. Conducts observations of processing operations and monitors reports to ensure scanning visibility is completed correctly to ensure accuracy of mail counts and delivery destination. Conducts floor audits to identify mail delays, resolve identified safety issues, and address efficiency concerns in a timely manner.

6. Collaborates cross-functionally with internal and external stakeholders to assess and resolve mail preparation, mail flow, and processing inefficiencies.

SUPERVISION

Manager, Processing Support

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of processing equipment, sort plans, and operational staffing platforms.

2. Ability to track, analyze, and evaluate operational performance data (e.g., service performance, mail volume) to identify trends and implement improvement recommendations.

3. Knowledge of the functionality and relationships between the mail processing network and delivery operations to ensure mail is processed efficiently and timely to meet established performance standards.

4. Ability to collaborate cross-functionally with multiple stakeholders to problem solve, including identifying trends and insights, brainstorming root causes, determining solutions, and implementing recommendations.

5. Ability to communicate orally and in writing at a level sufficient to share information related to operational programs with stakeholders.

6. Ability to use computer software and applications such as Microsoft Office Suite (e.g., Excel, Word, PowerPoint) to create documents, charts, reports and presentations.

7. Ability to develop and maintain effective work relationships with both internal and external stakeholders

8. Ability to provide direction and guidance to others on operating policies, procedures, and processes.