



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
1727 KING STREET, SUITE 400
ALEXANDRIA, VA 22314-2753
(703) 836-9660

July 6, 2023

Board Memo 077-2023: USPS Proposed EAS Staffing for the RP&DC & LPC

Executive Board,

NAPS HQ has received that attached proposal from USPS HQ for EAS staffing of the RP&DC and LPC under the Delivery for America plan. NAPS has requested a full briefing on this proposal from the USPS considering NAPS' rights under 39 U.S. Code § 1004 to participate directly in the planning and development of pay policies and schedules, fringe benefit programs, and other programs relating to supervisory and other managerial employees has not been adhered to.

Thank you, and be safe.

NAPS Headquarters

Labor Relations



July 05, 2023

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

RECEIVED
JUL 06 2023

Dear Ivan:

The Postal Service proposes modifications to the ranking model for mail processing facilities and to the non-bargaining staffing criteria.

The Postal Service has developed a proposal to rank and evaluate mail processing facilities and establish new management staffing criteria. These proposed changes, in support of the Delivery for America plan, redesign our mail processing facilities and will optimize our network through increased efficiency and reliability for our customers.

The enclosed proposal outlines the proposed model to rank mail processing facilities, aligns management staffing criteria to the updated rankings, and the establishment or modification of job descriptions.

As a reminder, we revised job descriptions for mail processing and finalized those job descriptions by our April 10 decision letter. We have attached nine additional job descriptions that are a result of the proposed modifications to the staffing criteria. The duties, responsibilities and requirements of several jobs are identical to the job titles referenced in the April 10 decision. The only change is to certain levels of the jobs. The remaining job descriptions are for new jobs, therefore do not include track changes.

Our intent is to implement these changes, once finalized, to each Regional Processing and Distribution Center (RPDC) and Local Processing Centers (LPC) once they are established.

Implementation may result in employee impacts to include, but not limited to, reclassifications or the need to administer a reduction in force (RIF) in the affected competitive areas.

These changes are proposed pursuant to Title 39 U.S. Code §1004. Please contact Paulita Wimbush if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "Paulita Wimbush".

for Bruce A. Nicholson
Director, Labor Relations Policies and Programs

Enclosures

Proposed Plant Ranking & Staffing Criteria

NAPS Consultation

July 5, 2023

Project Background

The initiative to re-evaluate mail processing and network distribution facilities was considered due to the following factors:

- Structural realignments and changes implemented in FY21 that removed senior plant designations and changed Plant Manager span of control.
- The transportation function was realigned under Logistics Divisions.
- With Delivering for America efforts to redesign both the network and Delivery Units there is a new lens for evaluating the mail processing facilities through the Plant modernization initiative.
- The current plant ranking model was last implemented in 2013.

Plant Ranking

Plant Ranking Criteria and Facility Levels

Today Plant rankings are based on 5 weighted calculations of workload factors (i.e., volume, Total 5 Digits Serviced, Total Possible Deliveries, Equipment Set and Facility Complexity).

The new proposal ranks mail processing facilities based on Function 1 and 3B staffing as validated by HQ processing operations.

Currently 12 levels of mail processing facilities exist (5 PCES and 7 EAS). To align with the new network redesign the plants are being streamlined into 6 levels (3 PCES, 1 V-02 and 2 EAS).

Current Plant Levels	
PCES-01	EAS
Major/Metro	EAS-25
Level 1	EAS-24
Level 2	EAS-23
Level 3	EAS-22
Level 4	EAS-21
	EAS-20
	EAS-19

New Plant Levels
Major
Level 1
Level 2
V-02
EAS-25
EAS-23

Functional Staffing Models

Mail Processing – MDO/SDO Calculation

Manager Distribution Operations' level is tied to the level of the plant and number of authorized MDOs and differ based on the type of facility.

MDOs and SDOs based on 1:22 / 1:25 ratios of on-rolls craft, with a minimum number of MDOs at each facility corresponding to number of tours.

- On-rolls clerks/mha divided by 22 = total number of MDOs and SDOs authorized
- On rolls clerks/mha divided by 25 = total number of SDOs
- Total number of MDO/SDOs authorized – SDOs = MDOs

On-rolls excludes MHA and PSEs that are not working or have zero (0) work hours for a fiscal year. Plants with three tours that earn fewer than 3 MDOs exchange one earned SDO per additional MDO authorized.

Mail Processing – Current Staffing Criteria

The following chart shows the distribution of MDO resources amongst the job levels by facility when five (5) or fewer positions are earned.

If an odd number of positions remain, the additional MDO is authorized at the higher level.

Facility Type	Facility Level	MDO 19	MDO 20	MDO 22	MDO 24
P&DC	EAS-24	All			
P&DC	EAS-25	All but 1	1		
P&DC	Level 4	Half the rest	Half the rest	1	
P&DC	Level 3		Half	Half	
P&DC	Level 2		Half the rest	Half the rest	1
P&DC	Level 1		Half the rest	Half the rest	2
P&DC	Major		Half the rest	Half the rest	2
NDC	Level 3	Half the rest	Half the rest	1	
NDC	Level 2		Half	Half	
NDC	Level 1		Half the rest	Half the rest	1
ISC	EAS-25		All but 1	1	
ISC	Level 2		All but 1	1	
ISC	Level 1		Half the rest	Half the rest	2

The following chart shows the distribution of MDO resources amongst the job levels by facility when more than six (6) or more positions are earned.

# MDO Auth	MDO 20	MDO 22	MDO 24
6	2	2	2
7	2	2	3
8	2	3	3
9	3	3	3
10	3	3	4
11	3	4	4
12	4	4	4

Mail Processing - Proposed

Facilities will utilize consistent standard staffing criteria and be tied to the level of the plant and number of craft employees on roll.

Facility Level	Proposed Mail Processing					
	MDO-19	MDO-20	MDO-22	MDO-24	SR MDO-25	SR MDO-26
EAS-23	Rest	1				
EAS-25	Half the Rest	Half the rest	1			
V-02		Half the rest	Half the rest	1		
Level 2		Half the rest	Half the rest	2	1	
Level 1		Half the rest	Half the rest	2		
Major		Half the rest	Half the rest	2		1

On-rolls *excludes*: Mail Handlers and PSEs that have zero work hours for the fiscal year.

- MHAs and PSEs on-rolls and working but exceeding contractual caps are not included in the calculation.

Facilities that do not earn MDOs to cover the tours they operate can exchange SDO-17s for MDO-19s until five (5) MDOs in total are authorized if the MDO/SDO ratio does not exceed 1:3.

Mail Processing – Job Titles

Some job titles have changed. The table below shows previous and new job titles.

Previous Job Title	New Job Title	Abbreviation
Lead Senior Manager Distribution Operations	Senior Manager Distribution Operations	SR MDO
Senior Manager Distribution Operations	Senior Manager Distribution Operations	SR MDO
Manager Distribution Operations	Manager Distribution Operations	MDO
Supervisor Distribution Operations	Supervisor Distribution Operations	SDO

In-Plant – Current Staffing Criteria

Manager In-Plant Support is tied to plant level and OSS/OIE authorization is based on an average calculation for all facilities within the same ranking category, determined by volume and product variety.

Facility Type	Facility Level	CURRENT CRITERIA								TOTAL
		MIPS 21	MIPS 23	MIPS 25	OIE 21	OIE 23	OSS 17	OSS 18	OSS 20	
MPF	ALL						1			1
P&DC	EAS-24						2			2
P&DC	EAS-25	1			1		2			4
P&DC	Level 4		1		2		2		1	6
P&DC	Level 3		1		2		3		1	7
P&DC	Level 2			1	2	1	4		1	9
P&DC	Level 1			1	3	1	5		2	12
P&DC	Major			1	3	1	5		2	12
NDC	Level 3		1		2			2	1	6
NDC	Level 2			1	2	1		3	1	8
NDC	Level 1			1	3	1		4	2	11
										78

Processing Support – Proposed

Facilities will utilize consistent standard staffing criteria and be tied to the level and type of the plant.

Facility Level					LPC Staffing				RPDC Staffing			
	MPS-22	MPS-24	MPS-25	MPS-26	IEP-21	IEP-23	PSS-17	PSS-20	IEP-21	IEP-23	PSS-17	PSS-20
EAS-23							1	1				
EAS-25	1						1	1				
V-02		1					2	1				
Level 2			1		1		2	1	1	1	3	2
Level 1			1			1	3	1	2	1	3	2
Major				1	1	1	3	1	3	1	4	2

Some job titles have changed. The table below shows previous and new job titles.

Previous Job Title	New Job Title	Abbreviation
Manager In-Plant Support	Manager Processing Support	MPS
Operations Support Specialist	Processing Support Specialist	PSS
Operations Industrial Engineer (Field)	Industrial Engineer (Processing)	IEP

Maintenance – Current Staffing Criteria

Maintenance staffing is determined by authorized craft complement and derived from eWHEP which is directly correlated to the size and complexity of maintenance operations. Manager levels have been frozen since 2015.

Authorized Craft	CURRENT CRITERIA													
	MM 19	MM 21	MM 22	MM 23	MM 24	MM 25	MMO 20	MMO 21	MMO 22	MMO 23	MMOS 19	MMOS 20	SMOS 17	MES 19
< = 27	1*													
28 - 51	1												1	
52 - 75		1									1			
76 - 116			1				1				1			1
117 - 156				1				2			1			1
157 - 196					1				3			1		1
197 - 296						1				3		1		1
> = 297						1				4		1	1	1

Non-maintenance capable offices with less than 28 authorized craft do not earn a Manager Maintenance.

One Manager, Maintenance Engineering Support (MMES) EAS-20 per district authorized at the senior plant.

Maintenance – Current Staffing Criteria

Authorized Craft	SMO 17	
0 – 15*	0	
16 - 27	1	1:12
28 - 39	2	
40 - 51	3	
52 - 63	4	
64 - 75	5	
76 - 96	6	1:20
97 - 116	7	
117 - 136	8	
137 - 156	9	
157 - 176	10	
177 - 196	11	

Supv Maintenance Operations authorized based on eWHEP authorized maintenance craft. Ratio of 1:12 until 6 SMOs earned, then ratio of 1:20 for the remainder.

- LDC 39 positions not included in the calculation. Maintenance Support Clerk P7-07.
- Non-maintenance capable offices with 11-27 authorized craft earn one SMO.

Maintenance – Proposed

Facilities will utilize consistent standard staffing criteria and be tied to the level of the plant.

Facility Level RPDC/LPC	Proposed Maintenance Staffing									
	MM-22	MM-24	MM-25	MM-26	MMO-19	MMO-21	MMO-23	MMS-19	MMS-21	MSS-19
EAS-23										
EAS-25	1									
V-02		1			1	1		1		
Level 1			1		1	1			1	
Level 2			1		2	2			1	1
Major				1	2	2	1		1	1

EAS-23 facilities will only earn SMOs.

Exception: With approval from HQ Maintenance, facilities can swap SMOs for MMO-19s up to the number of tours they operate if the MMO/SMO ratio does not exceed 1:3.

Maintenance – Proposed

Authorized Craft	SMO 17	
0 – 15*	0	
16 - 27	1	1:12
28 - 39	2	
40 - 51	3	
52 - 63	4	
64 - 75	5	
76 - 96	6	1:20
97 - 116	7	
117 - 136	8	
137 - 156	9	
157 - 176	10	
177 - 196	11	

Supv Maintenance Operation (SMO) - authorized in maintenance capable offices based on eWHEP authorized maintenance craft. Ratio of 1:12 until 6 SMOs earned, then ratio of 1:20 for the remainder.

- LDC 39 positions included in the calculation - Maintenance Support Clerk P7-07.

Maintenance – Job Titles

Some job titles have changed. The table below shows previous and new job titles.

Previous Job Title	New Title	Abbreviation
Lead Manager Maintenance	Manager Maintenance	MM
Manager Maintenance	Manager Maintenance	MM
Manager Maintenance Operations	Manager Maintenance Operations	MMO
Supervisor Maintenance Operations	Supervisor Maintenance Operations	SMO
Manager Maintenance Operations Support	Manager Maintenance Support	MMS
Supervisor Maintenance Operations Support	Supervisor Maintenance Support	SMS
Maintenance Engineering Specialist	Maintenance Support Specialist	MSS

Administrative Support Staff

Administrative Support staffing is provided to Plant Managers by EAS or Craft positions.

Current

Administrative Assistant (FLD) EAS-15
Manager P&DC/NDC/ISC level EAS-25 and above

Secretary P7-07
Plant Managers EAS-24

Proposed

Administrative Assistant (FLD) EAS-15
Executive Plant Managers

Secretary P7-07
Plant Manager EAS-25 and V-02

MGR IN-PLANT SUPPORT (EAS-24)
OCCUPATION CODE: 2315-7146

FUNCTIONAL PURPOSE

Manages the ongoing review and evaluation of service and quality performance at a processing and distribution center; provides technical support to small post offices within the area.

DUTIES AND RESPONSIBILITIES

1. Manages the review and evaluation of local operation; ensures that service and quality goals are met; works with local managers to improve operations and procedures.
2. 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.
3. Manages the activities of a small size group of operations specialists.
4. Resolves complaints and issues related to mail processing and equipment deficiencies for customers, major mailers, suppliers, and contractors to improve service.
5. Participates in the development of the local operating budget; tracks budget performance and ensures that budget goals are met.
6. Provides technical support to post offices within the area.

SUPERVISION

Plant Manager to which assigned

SELECTION METHOD

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

REQUIREMENTS

1. Ability to manage the implementation of national and area processing and distribution programs and policies.
2. Ability to manage the review and evaluation of local operations.
3. Ability to manage the development of local requirements for resources.
4. Ability to resolve issues with customers, major mailers, and suppliers.
5. 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 IN-PLANT PROCESSING SUPPORT (EAS-24)
OCCUPATION CODE: 2315-7146

FUNCTIONAL PURPOSE

Manages the ongoing review and evaluation of service and quality performance at a processing and distribution center; provides technical support to small post offices within the area. 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 MPB/V-02 plants.

DUTIES AND RESPONSIBILITIES

1. Manages the review and evaluation of local operation; ensures that service and quality goals are met; works with local managers to improve operations and procedures validation of processes for adherence to national strategies, standardization, and USPS policies.
2. 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. Evaluates mail processing and scanning performance metrics to identify discrepancies, trends, and adherence to national strategies, operating plans, standard operating procedures, and policies. Provides performance and mail condition updates for stakeholder awareness.
3. Manages the activities of a small size group of operations specialists. 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. Resolves complaints and issues related to mail processing and equipment deficiencies for customers, major mailers, suppliers, and contractors to improve service. 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. Participates in the development of the local operating budget; tracks budget performance and ensures that budget goals are met. 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. Provides technical support to post offices within the area. 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. Ability to manage the implementation of national and area processing and distribution programs and policies. 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 manage the review and evaluation of local operations. 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 manage the development of local requirements for resources. 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 resolve issues with customers, major mailers, and suppliers. 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 of people to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the

flow-of-work-related-information. 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 PROCESSING SUPPORT (EAS-24)
OCCUPATION CODE: 2315-7146

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 MPB/V-02 plants.

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 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

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.

MGR MAINTENANCE (EAS-20)
OCCUPATION CODE: 2355-0014

FUNCTIONAL PURPOSE

Manages the maintenance function of a large size mechanized/automated mail processing center or facility including the maintenance, repair and modification of all equipment, buildings and related systems that support postal operations. Provides technical support to post offices in an assigned area.

DUTIES AND RESPONSIBILITIES

1. Manages the maintenance, repair and modification of all systems and equipment that support the facility's operations and its detached units; manages the inspection of all buildings, systems, and equipment; ensures that corrective action is taken.
2. Manages the maintenance, repair, and alteration of all postal buildings within an assigned area.
3. Manages the maintenance safety and energy conservation programs; ensures that buildings and equipment comply with all federal safety standards; ensures that maintenance employees are trained in and comply with safety regulations.
4. Manages planning and maintenance control activities including the procurement and stocking of repair parts and supplies, planning and scheduling work, and maintaining service histories.
5. Identifies the need for contract services for maintenance, repair, or alterations; ensures that work is completed according to the terms of the contract.
6. Oversees the installation and testing of new or relocated equipment including site preparation.
7. Participates, as required, in local, area and national programs for testing, development, and evaluation of postal systems and equipment.
8. Manages a medium size workforce of electronic technicians, journeymen, mechanics and custodians through a small size group of subordinate managers and supervisors.
9. Provides technical support to postmasters and supervisors in post offices related to the maintenance of postal buildings and equipment.
10. Provides input for facility's budget; controls costs within budget allocations.
11. Manages the cleaning of a postal facility and its detached units.

SUPERVISION

Manager, Processing and Distribution Center/Facility; or Manager, Airport Mail Center/Facility; Manager, International Service Center

SELECTION METHOD

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

REQUIREMENTS

1. Ability to manage the maintenance, repair, and modification of all systems that support a facility's operations and its detached units.
2. Ability to manage safety and energy conservation programs.
3. Ability to manage maintenance, planning and control activities, including maintaining records, scheduling work, and stocking supplies.
4. Ability to manage contract services.
5. Ability to evaluate maintenance and repair operations.
6. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.
7. Ability to manage the installation and testing of new or relocated equipment.
8. 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 MAINTENANCE (EAS-20)
OCCUPATION CODE: 2355-0014

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations. Manages the maintenance function of a large size mechanized/automated mail processing center or facility including the maintenance, repair and modification of all equipment, buildings and related systems that support postal operations. Provides technical support to post offices in an assigned area.

DUTIES AND RESPONSIBILITIES

1. Manages the maintenance, repair and modification of all systems and equipment that support the facility's operations and its detached units; manages the inspection of all buildings, systems, and equipment; ensures that corrective action is taken. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages the maintenance, repair, and alteration of all postal buildings within an assigned area. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Manages the maintenance safety and energy conservation programs; ensures that buildings and equipment comply with all federal safety standards; ensures that maintenance employees are trained in and comply with safety regulations. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages planning and maintenance control activities including the procurement and stocking of repair parts and supplies, planning and scheduling work, and maintaining service histories. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Identifies the need for contract services for maintenance, repair, or alterations; ensures that work is completed according to the terms of the contract. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training

and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.

6. Oversees the installation and testing of new or relocated equipment including site preparation. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to ensure effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.
7. Participates, as required, in local, area and national programs for testing, development, and evaluation of postal systems and equipment. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System (MIRS), MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and allocation of resources to ensure machines are repaired and maintained properly.
8. Manages a medium size workforce of electronic technicians, journeymen, mechanics and custodians through a small size group of subordinate managers and supervisors.
9. Provides technical support to postmasters and supervisors in post offices related to the maintenance of postal buildings and equipment.
10. Provides input for facility's budget; controls costs within budget allocations.
11. Manages the cleaning of a postal facility and its detached units.

SUPERVISION

Manager, Processing and Distribution Center/Facility; or Manager, Airport Mail Center/Facility; Manager, International Service Center Plant Manager

SELECTION METHOD

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

REQUIREMENTS

1. Ability to manage the maintenance, repair, and modification of all systems that support a facility's operations and its detached units. Ability to supervise the work performance of staff, which includes planning, setting, and communicating goals; evaluating performance against goals; and providing technical guidance and feedback.
2. Ability to manage safety and energy conservation programs. Knowledge of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations

3. Ability to manage maintenance, planning and control activities, including maintaining records, scheduling work, and stocking supplies. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings and recommendations to stakeholders.
4. Ability to manage contract services. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., logistics, maintenance, labor relations, local services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
5. Ability to evaluate maintenance and repair operations. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
6. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously
7. Ability to manage the installation and testing of new or relocated equipment. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
8. 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. Ability to use information and communications technology, software, and applications to create documents, charts, reports and presentations for technical and non-technical audiences.
9. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.
10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
- 8.11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.

MGR MAINTENANCE (EAS-20)
OCCUPATION CODE: 2355-0014

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to ensure effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.
7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System (MIRS), MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and allocation of resources to ensure machines are repaired and maintained properly.

SUPERVISION

Plant Manager

SELECTION METHOD

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

REQUIREMENTS

1. Ability to supervise the work performance of staff, which includes planning, setting, and communicating goals; evaluating performance against goals; and providing technical guidance and feedback.
2. Knowledge of complement management tools, including scheduling, attendance, workloading, and reporting systems to monitor staffing, and ensure effective staffing levels to support operations.
3. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings and recommendations to stakeholders.
4. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., logistics, maintenance, labor relations, local services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
5. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
6. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
7. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
8. Ability to use information and communications technology, software, and applications to create documents, charts, reports and presentations for technical and non-technical audiences.
9. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.
10. SPECIAL CONDITION: Willingness to travel to multiple facilities within a geographical area to support maintenance operations.

11. SPECIAL CONDITION: Willingness to work off-tour and weekends as necessary to support maintenance operations.

MGR MAINTENANCE (EAS-26)
OCCUPATION CODE: 2355-XXXX

FUNCTIONAL PURPOSE

Manages maintenance operations and activities at a facility; ensures all mail processing machines and related equipment, systems, and facility are maintained to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in major plants.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance of mail processing machines, facility equipment, and custodial services. Monitors and communicates ongoing status conditions regarding machine status and performance; ensures timely completion of mail processing machine and building equipment modifications and adherence to escalation procedures.
2. Manages and tracks resources for multiple ongoing projects and/or downed equipment to align with organizational goals. Develops plans and schedules to resolve, troubleshoot, or improve facility equipment based on current conditions, and performance of equipment. Facilitates sharing of resources with other facilities and coordinates movement or installation of machines and equipment at the facility.
3. Oversees administration of maintenance activities and ensures compliance with Headquarters postal policies and programs. Serves as an onsite point of contact for service and repair contracts; oversees statements of work, evaluates vendor deliverables to determine if business requirements are met, and ensures timely completion of work while adhering to Article 32.
4. Manages and implements safety and sustainability protocols and procedures regarding facility and equipment to ensure compliance with regulations, guidelines, and Collective Bargaining Agreements. Addresses workplace efficiency and safety concerns by coordinating and meeting with union officials, safety representatives, and functional leaders.
5. Manages a team responsible for providing facility maintenance; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training and developmental opportunities to optimize employee performance. Ensures organizational goals are communicated effectively to team members.
6. Manages maintenance budget, complement, and training to ensure compliance with processes and policies. Observes real time conditions in the facility to identify and resolve any potential schedule conflicts and ensures adequate maintenance staffing in support of maintenance and operational activities. Coordinates maintenance operation schedules with stakeholders (e.g., Logistics, In-Plant Support, Processing Operations) to

ensure effective preventative maintenance program. Escalates maintenance issues to ensure quick resolution.

7. Monitors machine performance by reviewing performance indicators and system reports (e.g., Maintenance Image Reporting System (MIRS), MPEWatch, WebEoR) to identify maintenance trends, determine required maintenance, and allocation of resources to ensure machines are repaired and maintained properly.

SUPERVISION

Executive Plant Manager

SELECTION METHOD

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

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and present status updates, reports, briefings and recommendations to stakeholders.
2. Ability to build and maintain effective work relationships with stakeholders across multiple functions (e.g., logistics, maintenance, labor relations, local services) sufficient to collaborate cross-functionally and adjust maintenance activities to accommodate ongoing conditions.
3. Knowledge of maintenance policies, processes, and programs for building and processing equipment sufficient to ensure corrective or preventive maintenance actions are performed correctly and identify solutions to mitigate impacts to processing operations.
4. Ability to prioritize situations to facilitate safe and effective maintenance for mail processing operations across multiple locations simultaneously.
5. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and maintaining effective work relationships.
6. Ability to analyze data from multiple sources (e.g., systems, databases, dashboards) to identify performance metrics, trends, insights, discrepancies, and opportunities for improving maintenance of building and mail processing equipment.
7. Ability to use information and communications technology, software, and applications to create documents, charts, reports and presentations for technical and non-technical audiences.
8. Knowledge of employment laws and regulations (e.g., Americans with Disabilities Act, Family and Medical Leave Act), postal policies, and Collective Bargaining Agreements sufficient to ensure complement and staffing compliance.

9. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
10. **SPECIAL CONDITION:** Willingness to travel to multiple facilities within a geographical area to support maintenance operations.
11. **SPECIAL CONDITION:** Willingness to work off-tour and weekends as necessary to support maintenance operations.

MGR MAINTENANCE OPERATIONS (EAS-19)
OCCUPATION CODE: 2355-0011

FUNCTIONAL PURPOSE

Manages all maintenance operations on a tour in a very large size automated/mechanized mail processing center/facility including building and mail processing equipment/systems and building services functions; coordinates maintenance operations with other tours.

DUTIES AND RESPONSIBILITIES

1. Manages all building and equipment maintenance, repair and cleaning activities on an assigned tour.
2. Establishes plans and priorities for tour activities based on review of maintenance schedules; assigns routine and preventive maintenance work and coordinates special maintenance or repair requirements during the tour.
3. Manages a small to medium size group of electronic technicians, journeymen, mechanics and custodians through a very small group of subordinate supervisors on an assigned tour.
4. Inspects and reviews maintenance and repair operations; recommends and implements improvements in procedures to increase effectiveness of equipment maintenance.
5. Identifies negative trends in equipment and/or systems operations and coordinates implementation of maintenance solutions for the tour.
6. Participates in the preparation of plans and specifications for alteration and/or major repair to the facility, its equipment and systems; manages these activities on assigned tour.
7. Manages the on-the-job training program for maintenance employees on the assigned tour.
8. Provides technical advice concerning the installation, modification, and repair of mechanized and automated mail processing and building systems equipment.
9. Develops contingency plans for maintenance operations on tour during emergency situations.
10. Manages the resolution of problems and complaints related to maintenance activities during the assigned tour; coordinates responses with other tours.
11. Contacts equipment manufacturers, representatives and contractors to resolve maintenance problems on assigned tour.

SUPERVISION

Manager, Maintenance

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of building and equipment maintenance methods of practices.
2. Knowledge of the national labor agreement and labor/ management issues.
3. Ability to manage the planning of preventive and corrective maintenance and project work.
4. Ability to monitor, evaluate, and take corrective action for performance of systems and equipment.
5. Ability to establish plans and priorities for tour maintenance activities, including contingency plans for emergencies.
6. Ability to evaluate maintenance and repair operations.
7. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment.
8. Ability to resolve maintenance problems with manufacturers and contractors.
9. 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 MAINTENANCE OPERATIONS (EAS-19)
OCCUPATION CODE: 2355-0011

FUNCTIONAL PURPOSE

Manages all the maintenance operations on a tour in at a very large size automated/mechanized mail processing center/facility including building and mail processing equipment/systems and building services functions; coordinates ensures maintenance operations with other tours activities and schedules are completed to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in processing facilities Level EAS-25 and above.

DUTIES AND RESPONSIBILITIES

1. Manages all building the preventive and equipment corrective maintenance, repair and cleaning activities for mail processing machines, building equipment, and custodial maintenance during on an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with collective bargaining agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Establishes plans and priorities for tour activities based on review of maintenance schedules; assigns routine and preventive maintenance work and coordinates special maintenance or repair requirements during the tour. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
3. Manages a small to medium size group of electronic technicians, journeymen, mechanics and custodians through a very small group of subordinate supervisors on an assigned tour. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Inspects and reviews maintenance and repair operations; recommends and implements improvements in procedures to increase effectiveness of equipment maintenance. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Identifies negative trends in equipment and/or systems operations and coordinates implementation of maintenance solutions for the tour. Observes real time conditions in the facility to identify and resolve any potential safety hazards, and provides assistance

to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.

6. Participates in the preparation of plans and specifications for alteration and/or major repair to the facility, its equipment and systems; manages these activities on assigned tour. Analyzes machine performance and reports to support scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays, PEAK). Reviews and ensures timely updates for open Maintenance Technical Support Center (MTSC) tickets regarding machine status.
7. Manages the on-the-job training program for maintenance employees on the assigned tour. Monitors completion of work and ensures compliance with collective bargaining agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance with the National Agreement and applicable Memorandums of Understanding (MOUs).
8. Provides technical advice concerning the installation, modification, and repair of mechanized and automated mail processing and building systems equipment.
9. Develops contingency plans for maintenance operations on tour during emergency situations.
10. Manages the resolution of problems and complaints related to maintenance activities during the assigned tour; coordinates responses with other tours.
11. Contacts equipment manufacturers, representatives and contractors to resolve maintenance problems on assigned tour.

SUPERVISION

Manager, Maintenance

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of building and equipment maintenance methods of practices. Ability to communicate verbally and in writing to develop and summarize status updates, accurately document work transactions, and reports for internal and external stakeholders.
2. Knowledge of the national labor agreement and labor/ management issues. Knowledge of mechanical concepts, electronics, building plumbing and maintenance tools,

techniques, and technical drawings sufficient to provide guidance to others on completing corrective or preventive maintenance actions on equipment and systems.

3. Ability to manage the planning of preventive and corrective maintenance and project work. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
4. Ability to monitor, evaluate, and take corrective action for performance of systems and equipment. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
5. Ability to establish plans and priorities for four maintenance activities, including contingency plans for emergencies. Ability to manage the work performance of staff, including scheduling and timekeeping, evaluating performance against goals, evaluating and arranging training/travel, providing guidance, coaching, mentoring, and feedback, and building effective work relationships.
6. Ability to evaluate maintenance and repair operations. Ability to observe, evaluate, and review operational conditions and performance data sufficient to identify opportunities for improvement of maintenance activities, plans, schedules, and facility needs.
7. Ability to provide technical advice on installation, modification, and repair of mail processing or building system equipment. Ability to use information and communications technology, software, and applications to compile and analyze data, create correspondence, documents, and reports.
8. Ability to resolve maintenance problems with manufacturers and contractors. Knowledge of Collective Bargaining Agreements, national and local Memoranda Of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.
9. 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 MAINTENANCE OPERATIONS (EAS-19)
OCCUPATION CODE: 2355-0011

FUNCTIONAL PURPOSE

Manages the maintenance operations on a tour at a facility; ensures maintenance activities and schedules are completed to support effective processing operations.

OPERATIONAL REQUIREMENTS

This position is to be authorized in processing facilities Level EAS-25 and above.

DUTIES AND RESPONSIBILITIES

1. Manages the preventive and corrective maintenance activities for mail processing machines, building equipment, and custodial maintenance during an assigned tour at a facility. Monitors ongoing status conditions and ensures timely resolution of deficiencies to support processing operations. Ensures compliance with collective bargaining agreements, maintenance handbooks, and Maintenance Technical Support Center (MTSC) bulletins.
2. Communicates updates summarizing ongoing conditions and preventative maintenance activities with facility leadership and stakeholders. Coordinates with facility stakeholders to ensure necessary equipment and parts are ordered and available for maintenance.
3. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with regulations and guidelines including Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA). Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders.
4. Manages a team responsible for providing facility maintenance on a tour; makes assignments, monitors performance, and provides direction, guidance, mentoring, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Observes real time conditions in the facility to identify and resolve any potential safety hazards, and provides assistance to resolve maintenance issues. Collaborates cross-functionally with stakeholders to identify and resolve plant and mail processing needs, including equipment performance issues. Reviews completion of preventative, corrective, and predictive maintenance route and workorder activities to ensure inspections and repairs are completed timely and according to guidelines.
6. Analyzes machine performance and reports to support scheduling of maintenance activities and identify opportunities for improvement. Develops plans and schedules to resolve, troubleshoot, or improve equipment in the facility based on current conditions, performance of equipment, and ongoing events (e.g., holidays, PEAK). Reviews and ensures timely updates for open Maintenance Technical Support Center (MTSC) tickets regarding machine status.

7. Monitors completion of work and ensures compliance with collective bargaining agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance with the National Agreement and applicable Memorandums of Understanding (MOUs).

SUPERVISION

Manager Maintenance

SELECTION METHOD

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

REQUIREMENTS

1. Ability to communicate verbally and in writing to develop and summarize status updates, accurately document work transactions, and reports for internal and external stakeholders.
2. Knowledge of mechanical concepts, electronics, building plumbing and maintenance tools, techniques, and technical drawings sufficient to provide guidance to others on completing corrective or preventive maintenance actions on equipment and systems.
3. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
4. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
5. Ability to manage the work performance of staff, including scheduling and timekeeping, evaluating performance against goals, evaluating and arranging training/travel, providing guidance, coaching, mentoring, and feedback, and building effective work relationships.
6. Ability to observe, evaluate, and review operational conditions and performance data sufficient to identify opportunities for improvement of maintenance activities, plans, schedules, and facility needs.
7. Ability to use information and communications technology, software, and applications to compile and analyze data, create correspondence, documents, and reports.
8. Knowledge of Collective Bargaining Agreements, national and local Memoranda Of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.

MGR MAINTENANCE OPERATIONS SUPT (EAS-21)
OCCUPATION CODE: 2355-0046

FUNCTIONAL PURPOSE

Manages continuous improvement programs to increase equipment reliability and reduce maintenance operating costs. Evaluates and provides maintenance support and coordinates facility projects and large service contracts for mail processing, facility, finance, management information system and customer service equipment for a group of facilities within a performance cluster or a specified geographic area. Assists the Area Maintenance Office in the oversight and coordination of the implementation of National Maintenance programs and policies. Ensures the integrity of Maintenance data in corporate systems.

OPERATIONAL REQUIREMENTS

This position is authorized for use only in Lead plants located in Metro, Major and Level 1 Districts.

DUTIES AND RESPONSIBILITIES

1. Manages, coordinates and participates in the development and implementation of maintenance programs for mail processing, facility, finance, management information systems, and customer services equipment through teams of managers and supervisors.
2. Evaluates operating trends and effectiveness of building and mail processing equipment, automation management systems and assists in development of system improvement procedures.
3. Manages and coordinates the development of hardware and software support programs and provides estimates of project costs.
4. Evaluates maintenance impact and determines disposition of maintenance suggestions and provides technical expertise for Engineering Change Board on proposed alterations of system hardware or software. Assists in the preparation of Engineering Change Requests.
5. Recommends, oversees, and identifies required repair parts support for implementation of specified national maintenance programs.
6. Manages around the clock field support to resolve malfunctions or operational difficulties by telephone or on-site visits.
7. Develops and presents data and reviews maintenance performance to identify effectiveness and efficiency of maintenance operations; develops and monitors performance controls.
8. Makes evaluation recommendations and follow-ups for improvements of chronic or unusual out-of-order conditions to obtain optimum results.
9. Coordinates and assists in the training of maintenance employees.

10. Establishes effective work team relationships between performance clusters and installations to obtain and coordinate the resources necessary to meet work requirements and maintenance and operating standards.
11. Manages and assists in maintenance staffing and budget requirements by advising facility managers and postmasters of equipment and building maintenance requirements.
12. Provides maintenance technical guidance to facility activation and deactivation committees to ensure that facility and equipment are adequately supported.
13. Assists with maintenance technical support during site preparation for automation by evaluating facility, equipment, and maintenance support requirements.
14. Closely coordinates with the FSO on facility projects and contract support within the geographic area.
15. Uses quantitative and qualitative analytical tools to assist in the evaluation of trends in the performance of systems and equipment and the determination of the cause of unacceptable downtime or quality problems; makes recommendations to improve operational effectiveness; coordinates implementation with the facility's operational functions.
16. Coordinates with sites in the specified area to ensure compliance with national maintenance policies and programs to include system data integrity and budget performance.

SUPERVISION

Manager, Maintenance (Lead)

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of maintenance support issues and technology for systems and equipment that support mail processing, customer services, facility operations, and automated information systems equipment, including safety and energy conservation practices.
2. Ability to monitor, evaluate, and take corrective action for performance of systems and equipment.
3. Ability to provide technical advice and training for building and equipment field maintenance program activities.
4. Ability to prepare maintenance contract specifications, evaluate proposals, and ensure compliance with control specifications.
5. Ability to manage the planning of preventive and corrective maintenance and project work.

6. Ability to manage requested repair and maintenance work, including evaluation of requests, work coordination, and monitoring of effectiveness of the work.
7. Ability to ensure performance of local maintenance plan.
8. Ability to manage the work of others to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information.
9. Ability to develop and implement maintenance programs for mail processing, building, and other postal equipment.
10. Ability to develop programs to evaluate operating trends and effectiveness of building, mail processing, and other postal equipment.

MGR MAINTENANCE OPERATIONS-SUPPORT (EAS-21)
OCCUPATION CODE: 2355-0046

FUNCTIONAL PURPOSE

Manages the analysis and evaluation of maintenance activities (e.g., staffing, training, budget, inventory) and performance to optimize maintenance resource utilization and the operational effectiveness of systems and equipment that support mail processing, customer services, and facility operations. Manages continuous improvement programs to increase equipment reliability and reduce maintenance operating costs. Evaluates and provides maintenance support and coordinates facility projects and large service contracts for mail processing, facility, finance, management information system and customer service equipment for a group of facilities within a performance cluster or a specified geographic area. Assists the Area Maintenance Office in the oversight and coordination of the implementation of National Maintenance programs and policies. Ensures the integrity of Maintenance data in corporate systems.

OPERATIONAL REQUIREMENTS

This position is authorized for use only in Lead plants located in Metro, Major and Level 1 Districts.

DUTIES AND RESPONSIBILITIES

1. Manages, coordinates and participates in the development and implementation of maintenance programs for mail processing, facility, finance, management information systems, and customer services equipment through teams of managers and supervisors. Manages support operations for maintenance at a facility; oversees stockroom and ensures equipment and parts are stored properly. Analyzes part usage data to identify and report performance trends and quality assurance; identifies and takes action to ensure part availability. Coordinates and ensures proper documentation of planned maintenance activities; communicates status with maintenance stakeholders at the facility to implement improvements. Maintains records and ensures compliance with policies and procedures.
2. Evaluates operating trends and effectiveness of building and mail processing equipment, automation management systems and assists in development of system improvement procedures. Manages the planning, scheduling, and monitoring of preventive and corrective maintenance activities including daily work schedules for all operating tours. Provides direction and guidance to stakeholders regarding maintenance actions; makes adjustments to preventive and corrective maintenance schedules and plans to effectively use resources. Coordinates with maintenance team to ensure maintenance routes and repairs are completed in a timely manner.
3. Manages and coordinates the development of hardware and software support programs and provides estimates of project costs. Manages inventory control systems to ensure the availability of replacement parts, materials, and supplies needed to support maintenance actions. Oversees the procurement and disposition of assets and monitors alignment with budget.
4. Evaluates maintenance impact and determines disposition of maintenance suggestions and provides technical expertise for Engineering Change Board on proposed alterations of system hardware or software. Assists in the preparation of Engineering Change Requests. Manages a

team responsible for providing facility maintenance support; makes assignments, monitors performance, and provides direction, guidance, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.

5. Recommends, oversees, and identifies required repair parts support for implementation of specified national maintenance programs. Makes recommendations for maintenance staffing, training, and budget for maintenance team members based on workhour data and maintenance performance data. Coordinates with local services on complement management activities (e.g., job postings, attrition rates, career conversion rates) to ensure adequate maintenance staffing at the facility and maintain compliance with training requirements.
6. Manages around the clock field support to resolve malfunctions or operational difficulties by telephone or on-site visits. Manages the reporting of maintenance operational data to support local, regional, and national maintenance information requirements; ensures the accuracy and timeliness of data reported. Communicates with stakeholders to share status updates and related maintenance information.
7. Develops and presents data and reviews maintenance performance to identify effectiveness and efficiency of maintenance operations; develops and monitors performance controls. Manages the preparation of bids for maintenance related contract services; makes award recommendations; coordinates with vendors and the appropriate postal authorities; ensures compliance with contractual agreements and timely completion of work on a site specific basis.
8. Makes evaluation recommendations and follow-ups for improvements of chronic or unusual out-of-order conditions to obtain optimum results. Monitors completion of work and ensures compliance with collective bargaining agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance.
9. Coordinates and assists in the training of maintenance employees. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with safety and environmental regulations and guidelines. Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders to address operational safety concerns (e.g., accidents, hazards, unsafe conditions).
10. Establishes effective work team relationships between performance clusters and installations to obtain and coordinate the resources necessary to meet work requirements and maintenance and operating standards.
11. Manages and assists in maintenance staffing and budget requirements by advising facility managers and postmasters of equipment and building maintenance requirements.
12. Provides maintenance technical guidance to facility activation and deactivation committees to ensure that facility and equipment are adequately supported.

- ~~13. Assists with maintenance technical support during site preparation for automation by evaluating facility, equipment, and maintenance support requirements.~~
- ~~14. Closely coordinates with the FSO on facility projects and contract support within the geographic area.~~
- ~~15. Uses quantitative and qualitative analytical tools to assist in the evaluation of trends in the performance of systems and equipment and the determination of the cause of unacceptable downtime or quality problems; makes recommendations to improve operational effectiveness; coordinates implementation with the facility's operational functions.~~
- ~~16. Coordinates with sites in the specified area to ensure compliance with national maintenance policies and programs to include system data integrity and budget performance.~~

SUPERVISION

Manager, Maintenance (Lead)

SELECTION METHOD

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

REQUIREMENTS

- ~~1. Knowledge of maintenance support issues and technology for systems and equipment that support mail processing, customer services, facility operations, and automated information systems equipment, including safety and energy conservation practices. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.~~
- ~~2. Ability to monitor, evaluate, and take corrective action for performance of systems and equipment. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback and establishing individual development plans.~~
- ~~3. Ability to provide technical advice and training for building and equipment field maintenance program activities. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.~~
- ~~4. Ability to prepare maintenance contract specifications, evaluate proposals, and ensure compliance with control specifications. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.~~
- ~~5. Ability to manage the planning of preventive and corrective maintenance and project work. Knowledge of tools, techniques, and processes sufficient to coordinate maintenance activities, evaluate quality of repairs, and make recommendations for improvement.~~

6. Ability to manage requested repair and maintenance work, including evaluation of requests, work coordination, and monitoring of effectiveness of the work. Ability to communicate verbally and in writing to manage programs and processes including providing direction and guidance, status updates, and instructions to stakeholders.
7. Ability to ensure performance of local maintenance plan. Ability to use computer information systems and programs sufficient to summarize information and create reports, tables, graphs, charts, presentations, and detailed updates that present trends and data for management review.
8. Ability to manage the work of others to meet organizational goals, including organizing and structuring the work, establishing effective work relationships, and facilitating the flow of work-related information. Ability to review and analyze operational data sufficient to identify deficiencies and opportunities for improvement of maintenance activities, budgets, inventory, schedules, and equipment.
9. Ability to develop and implement maintenance programs for mail processing, building, and other postal equipment. Knowledge of Collective Bargaining Agreements, national and local Memoranda of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.
10. Ability to develop programs to evaluate operating trends and effectiveness of building, mail processing, and other postal equipment.

MGR MAINTENANCE SUPPORT (EAS-21)
OCCUPATION CODE: 2355-0046

FUNCTIONAL PURPOSE

Manages the analysis and evaluation of maintenance activities (e.g., staffing, training, budget, inventory) and performance to optimize maintenance resource utilization and the operational effectiveness of systems and equipment that support mail processing, customer services, and facility operations.

DUTIES AND RESPONSIBILITIES

1. Manages support operations for maintenance at a facility; oversees stockroom and ensures equipment and parts are stored properly. Analyzes part usage data to identify and report performance trends and quality assurance; identifies and takes action to ensure part availability. Coordinates and ensures proper documentation of planned maintenance activities; communicates status with maintenance stakeholders at the facility to implement improvements. Maintains records and ensures compliance with policies and procedures.
2. Manages the planning, scheduling, and monitoring of preventive and corrective maintenance activities including daily work schedules for all operating tours. Provides direction and guidance to stakeholders regarding maintenance actions; makes adjustments to preventive and corrective maintenance schedules and plans to effectively use resources. Coordinates with maintenance team to ensure maintenance routes and repairs are completed in a timely manner.
3. Manages inventory control systems to ensure the availability of replacement parts, materials, and supplies needed to support maintenance actions. Oversees the procurement and disposition of assets and monitors alignment with budget.
4. Manages a team responsible for providing facility maintenance support; makes assignments, monitors performance, and provides direction, guidance, and feedback to team members. Identifies and provides training opportunities to optimize employee performance and ensure organizational goals are met. Monitors and reviews time and attendance reports to inform staffing decisions and make corrections to resolve discrepancies.
5. Makes recommendations for maintenance staffing, training, and budget for maintenance team members based on workhour data and maintenance performance data. Coordinates with local services on complement management activities (e.g., job postings, attrition rates, career conversion rates) to ensure adequate maintenance staffing at the facility and maintain compliance with training requirements.
6. Manages the reporting of maintenance operational data to support local, regional, and national maintenance information requirements; ensures the accuracy and timeliness of data reported. Communicates with stakeholders to share status updates and related maintenance information.
7. Manages the preparation of bids for maintenance related contract services; makes award recommendations; coordinates with vendors and the appropriate postal authorities; ensures compliance with contractual agreements and timely completion of work on a site specific basis.

8. Monitors completion of work and ensures compliance with collective bargaining agreements. Addresses and resolves union and labor relations related questions and grievances to maintain compliance.
9. Monitors safety protocols and procedures regarding facility and equipment to ensure compliance with safety and environmental regulations and guidelines. Addresses operational safety concerns (e.g., accidents, hazards, unsafe conditions) by coordinating and meeting with union officials, safety captains, and functional leaders to address operational safety concerns (e.g., accidents, hazards, unsafe conditions).

SUPERVISION

Manager Maintenance

SELECTION METHOD

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

REQUIREMENTS

1. Ability to use complement management tools, including scheduling, attendance, and reporting systems to monitor staffing and ensure effective scheduling to support maintenance operations.
2. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback and establishing individual development plans.
3. Knowledge of safety and accident prevention policies and procedures sufficient to provide guidance to employees on best practices for completing maintenance activities.
4. Ability to plan and prioritize maintenance activities in a dynamic environment to develop solutions and ensure safe, effective maintenance is provided in a timely manner to meet operational requirements.
5. Knowledge of tools, techniques, and processes sufficient to coordinate maintenance activities, evaluate quality of repairs, and make recommendations for improvement.
6. Ability to communicate verbally and in writing to manage programs and processes including providing direction and guidance, status updates, and instructions to stakeholders.
7. Ability to use computer information systems and programs sufficient to summarize information and create reports, tables, graphs, charts, presentations, and detailed updates that present trends and data for management review.
8. Ability to review and analyze operational data sufficient to identify deficiencies and opportunities for improvement of maintenance activities, budgets, inventory, schedules, and equipment.

9. Knowledge of Collective Bargaining Agreements, national and local Memoranda of Understanding (MOU) sufficient to ensure contractual compliance and monitor procedural timelines.

MGR PROCESSING SUPPORT (EAS-22)
OCCUPATION CODE: 2315-XXXX

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 EAS-25 plants.

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

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.

MGR PROCESSING SUPPORT (EAS-26)
OCCUPATION CODE: 2315-XXXX

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 major plants.

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

Executive Plant Manager

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.

PLANT MANAGER (EAS-23)
OCCUPATION CODE: 2302-XXXX

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. 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.
2. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.
3. Knowledge of Postal policies and procedures related to mail processing operations, mail flow, transportation, and maintenance sufficient to manage operations.
4. Knowledge of national and local labor contracts sufficient to ensure staffing, scheduling and operations adhere to relevant agreements.
5. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.
6. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.

PLANT MANAGER (V-02)
OCCUPATION CODE: 2302-XXXX

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. 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.
2. Ability to analyze and interpret operations reports related to workhours, overtime usage and service results to identify and troubleshoot issues.
3. Knowledge of Postal policies and procedures related to mail processing operations, mail flow, transportation, and maintenance sufficient to manage operations.
4. Knowledge of national and local labor contracts sufficient to ensure staffing, scheduling and operations adhere to relevant agreements.
5. Ability to manage performance and provide coaching and direction to subordinates, based on individual strengths and developmental opportunities.
6. Ability to communicate and coordinate cross-functionally and with surrounding facilities to resolve processing issues.