

RECEIVED

JUL 07 2022

LABOR RELATIONS



July 5, 2022

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

Dear Ivan:

As a matter of general interest, the Postal Service will be upgrading the Business Service Network Representative EAS-16 (2370-0298) to EAS-17. This upgrade brings the job in line with similar positions in the Postal Service.

In accordance with the Employee and Labor Relations Manual Section 413.3 *Position Upgrade*, when a position is upgraded through the job evaluation process, a 4 percent basic salary increase is provided. This increase is adjusted higher if necessary to bring the salary to the minimum of the new grade.

We have enclosed a copy of the position description, one with track changes and one without for your review.

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

Sincerely,

A handwritten signature in blue ink that reads "Janet Peterson".

Janet Peterson
Labor Relations Specialist
Labor Relations Policies and Programs

Enclosures

BUSINESS SERVICE NETWORK REPRESENTATIVE (EAS-17-16)
OCCUPATION CODE: 2370-0298

FUNCTIONAL PURPOSE

Serves as a business customer relations representative for high volume and large managed accounts. Researches and investigates inquiries and issues to understand customer needs, resolve customer issues, identify revenue retention opportunities, and develop recommendations for service improvements.

DUTIES AND RESPONSIBILITIES

- ~~1. Provides high quality and prompt customer service, information, resolution to business customers via telephone, direct mail, email, and personal contact on classification, mailability, addressing, forwarding services, mail preparation, fees, special services, international mail, postal operations, and delivery. Coordinates customer interface with other District customer service employees when needed, ensures customer satisfaction.~~
- ~~2.1. Responds to business customer inquiries and documents service issues concerns or issues in approved computer application(s); provides high quality and prompt customer service, information, and resolution to business customers on products and services such as classification, addressing, and mail preparation. Identifies appropriate postal departments to address service improvement opportunities and synchronizes efforts among operations, marketing, delivery, finance, and other functional areas to ensure resolution. Provides feedback to internal stakeholders and customers. Coordinates customer interface with stakeholders when needed, ensures customer satisfaction.~~
- ~~3.2. Identifies and recommends service improvement and sales opportunities based on knowledge of customer and probing product usage; uses proactive strategies to engage with customers such as through probing, suggesting appropriate postal programs, providing information and guidance, and coordinating information with the Sales organization for follow-up.~~
- ~~4.3. Educates and drives customers on Postal applications to report and monitor service requests; ensures that customers have access to appropriate computer applications, publications, brochures, and service information guides related to their requirements.~~
- ~~5.4. Coordinates corrective actions with business customers on mail preparation deficiencies identified by Postal Operations; uses information captured in computer applications and other postal reporting systems to identify systemic issues and reports to responsible management team to prevent leakage of customer revenue.~~
- ~~5. Facilitates Ttransitions of business customers for service support, to the appropriate internal stakeholders, including establishing points of contacts, understands and ensuring the business needs of the customer are addressed, develops and maintains customer profiles using computer applications, and develops a service plan.~~
- ~~6. Maintains and builds professional relationships with customers and provides technical and non-technical guidance and recommendations for products and services.~~

- ~~7. Uses information captured in Business Service Network computer applications and other postal reporting systems to identify systemic issues; reports them to the responsible management team in an effort to prevent loss of customer revenue.~~
- ~~8. Prepares information on service performance and improvement options for presentation to internal and external customers.~~
- ~~9. Communicates orally and in writing at a level sufficient to maintain professional relationships with customers; provides technical and non-technical guidance and recommendations to customers.~~

SUPERVISION

Manager, ~~Business Service Network Operations~~ Customer Relations (District)

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of the roles and functions of Postal departments such as operations, business service network, marketing, delivery, and finance, ~~etc.~~, sufficient to identify appropriate departments to engage for project teams.
2. Knowledge of Postal products and services, service standards, and service objectives including mailing requirements, revenue protection, and/or customer programs such as ADVANCE and Delivery Confirmation.
3. Ability to use computerized database applications sufficient to document store and retrieve customer information/profiles and guide customers in the use of Postal computer applications.
4. Ability to integrate and analyze a variety of information (~~for example, e.g.~~, customer data, Postal products and services, operations requirements and schedules, mailing methods) sufficient to identify systemic issues affecting customers and develop recommendations for improvements.
5. Ability to work independently and with others to diagnose and resolve problems.
6. Ability to interact with business customers sufficient to respond to questions and concerns, troubleshoot problems, identify sales opportunities, and maintain regular communications.
7. Ability to communicate orally and in writing sufficient to respond to managed account customer inquiries, provide technical and non-technical guidance, coordinate problem resolutions, and prepare information for presentation to internal and external customers.

1. Knowledge of the roles and functions of Postal departments such as operations, business service network, marketing, delivery and finance, sufficient to identify appropriate departments to engage for project teams.
2. Knowledge of Postal products and services, service standards, and service objectives including mailing requirements, revenue protection, and/or customer programs such as ADVANCE and Delivery Confirmation.
3. Ability to use computerized database applications sufficient to store and retrieve customer information/profiles and guide customers in the use of Postal computer applications.
4. Ability to integrate and analyze a variety of information (e.g., customer data, Postal products and services, operations requirements and schedules, mailing methods) sufficient to identify systemic issues affecting customers and develop recommendations for improvements.
5. Ability to work independently and with others to diagnose and resolve problems.
6. Ability to interact with business customers sufficient to respond to questions and concerns, troubleshoot problems, identify sales opportunities, and maintain regular communications.
7. Ability to communicate orally and in writing sufficient to respond to managed account customer inquiries, provide technical and non-technical guidance, coordinate problem resolutions, and prepare information for presentation to internal and external customers.