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MAY 18 2022

LABOR RELATIONS



May 16, 2022

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

Dear Mr. Butts:

This is in reference to our March 1 correspondence proposing to revise the position descriptions of Supervisor, Customer Services (EAS-17) (Occupation Code: 2310-0022) and Supervisor, Distribution Operations (EAS-17) (Occupation Code: 2315-0066) and your March 12 correspondence in response to that proposal.

We met with you on April 18 to provide a briefing on our analysis of these positions and provide clarity on the purpose of the revisions.

Following consultation with you, based on your recommendations, we made further revisions to the positions. This constitutes the Postal Service's decision concerning these job descriptions which are enclosed. Thank you for your participation in this process.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce A. Nicholson", with a stylized flourish at the end.

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosures

SUPV CUSTOMER SERVICES (EAS-17)
OCCUPATION CODE: 2310-0022

FUNCTIONAL PURPOSE

Supervises bargaining unit employees providing retail and/or delivery services at a Postal facility.

DUTIES AND RESPONSIBILITIES

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

SUPERVISION

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

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of delivery operations, policies and procedures, including route evaluations, delivery services, mail dispatch and delivery, sufficient to explain them to others and answer questions about the operation.
2. Knowledge of retail window operations, policies and procedures, including window services, retail supplies and equipment, sufficient to explain them to others and answer questions about the operation.

3. Knowledge of the provisions of local and national bargaining unit agreements related to retail and delivery operations, including job bidding, overtime and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.
4. Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
5. Skill using computers sufficient to access data and generate reports.
6. Ability to investigate, troubleshoot and respond to customer inquiries related to retail and delivery products and services.
7. Ability to read and interpret data reports and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
8. Ability to communicate orally and in writing to facilitate individual and group discussions, set work expectations, coordinate work, and document events such as customer responses, grievances, and accident investigations.
9. Ability to maintain composure, de-escalate potentially contentious situations and foster positive work relationships in the midst of stressful conditions, disagreements and interpersonal conflicts.
10. Ability to adhere to applicable safety and health policies and practices and recognize potential safety issues sufficient to identify and reinforce actions to mitigate risks.

SUPV DISTRIBUTION OPERATIONS (EAS-17)
OCCUPATION CODE: 2315-0066

FUNCTIONAL PURPOSE

Supervises bargaining unit employees performing processing and distribution activities at a Postal facility.

DUTIES AND RESPONSIBILITIES

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

SUPERVISION

Manager, Distribution Operations or designated unit manager.

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of mail processing operations, policies and procedures, including mail flow guidelines, staging, dispatching, scanning requirements, mail class prioritization, sort plans, and machine performance reports, sufficient to explain them to others and answer questions about the operation.
2. Knowledge of the provisions of local and national bargaining unit agreements related to processing operations, including job bidding, overtime, and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.

3. Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
4. Skill using computers sufficient to access data and generate reports.
5. Ability to investigate, troubleshoot and address processing issues to ensure effective mail flow and adhere to productivity goals and service standards.
6. Ability to read and interpret data reports and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
7. Ability to communicate orally and in writing to facilitate individual and group discussions, set work expectations, coordinate work, and document events such as grievances and accident investigations.
8. Ability to maintain composure, de-escalate potentially contentious situations and foster positive work relationships in the midst of stressful conditions, disagreements and interpersonal conflicts.
9. Ability to adhere to applicable safety and health policies and practices and recognize potential safety issues sufficient to identify and reinforce actions to mitigate risks.