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LABOR RELATIONS



April 13, 2022

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

Dear Mr. Butts:

As a matter of general interest, a Postal Service proposes to create the Sales and Services Associate (Government Services) PS-06 position.

In addition to performing typical retail sales and customer services, the Sales and Services (Government Services) will also provide government services such as in-person proofing, biometric capture, and Personal Identity Verification (PIV) enrollment.

This position will require a Tier 2 or Moderate Background Investigation (MBI) in order for the successful applicant to be able to access the systems required to provide government services. The background investigation requires, among other things, completion of a questionnaire and fingerprinting for a criminal records check. The successful applicant will be required to meet and maintain the requirements of this level of background investigation while holding this position.

Please find enclosed a copy of the proposed position description.

If you have any questions on this matter, please contact Bruce Nicholson at extension 7773.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

David E. Mills  
Director  
Labor Relations Policies and Programs

Enclosure

SALES & SERVICES ASSOC (GOV SVCS) (PS-06)  
OCCUPATION CODE: 2320-XXXX

FUNCTIONAL PURPOSE:

Performs a variety of sales and customer support services for products, including government services. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Provides government services to customers, including in-person proofing, biometric capture, and Personal Identity Verification (PIV) enrollment.
6. Maintains appearance of store by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
7. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
8. May verify presort and bulk mailings of all classifications, computing and maintaining on a current basis mailers' credit balances.
9. Checks and sets post office postage meters.

10. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
11. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.
12. In addition, may assign and clear accountable items and distribute mail as required.

**SUPERVISION:**

Supervisor, Customer Services, or other supervisor/designee.

**SELECTION METHOD:**

Senior Qualified

**BARGAINING UNIT:**

CLERK

BARGAINING UNIT QUALIFICATION STANDARD  
(2320-XXXX)

SALES AND SERVICES ASSOC (GOV SVCS)

DOCUMENT DATE: TBD

FUNCTION:

Performs a variety of tasks to support sales of products and services, including government services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

421 SALES AND SERVICES (V3.9) - Essential Scale: Yes/No\_ Qualification Proficiency: Yes  
Computer Based Exam

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate the KSAs listed below. In certain circumstances, applicants may demonstrate these levels by describing examples of experience, education, or training, any of which may be non- postal. Failure to demonstrate any KSA is disqualifying.

1. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as respond appropriately to changing conditions or unique customer or coworker situations. 2. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information. 3. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals. 4. Ability to work independently refers to following either spoken or written instructions or directions, multitasking and organizing time effectively to perform work assignments, either with or without direct supervision. 5. Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms), and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures. 6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion. 7. Ability to safely perform the duties common to the position.

#### EXAMINATION REQUIREMENTS:

Applicants must successfully complete the Virtual Entry Assessment CS (477).

#### TRAINING/EXAMINATION REQUIREMENTS:

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate, through testing and/or practical demonstration, possession of each of the knowledge, skills and abilities covered at the level required for the job. Failure to demonstrate any KSA is disqualifying. The following KSAs are covered by this prescribed training:

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions.
2. Ability to interact with a variety of customers to gather information, evaluate service needs and respond appropriately to unique customer situations.
3. Ability to exercise courtesy and self-control in providing appropriate customer service to accomplish established goals of the functional area.
4. Ability to identify and analyze problems by gathering information from both oral and written sources and developing an appropriate course of action to resolve the situation.
5. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports.
6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention.
7. Knowledge of postal products and services including appropriate Postal regulations regarding mail service (e.g., domestic and international mail requirements, classes of mail).

#### PHYSICAL REQUIREMENTS:

Individual must be physically able to perform efficiently the duties of the position.

#### ADDITIONAL PROVISIONS:

When filled internally, this position usually involves a deferment period during which the senior bidder must successfully complete the prescribed training.

Sales and Services Associates (Government Services) must work an assigned tour and days of work. Sales and Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Sales and Services Associates (Government Services) are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

**SPECIAL CONDITIONS:** Applicant must submit to a Tier 2 or Moderate Background Investigation (MBI). This investigation requires, among other things, completion of a questionnaire and fingerprinting for a criminal records check. The investigation may require a drug test. The successful applicant will be required to meet and maintain the requirements of this level of background investigation while holding this position.