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MANAGERS, HUMAN RESOURCES (AREA)

SUBJECT: Revised Criteria for Grade Levels of Managers, Customer Services

The purpose of this memorandum is to revise the criteria for determining the grade level of a Manager, Customer Services. This is consistent with the method of evaluation first established in 1995 in a joint effort between the United States Postal Service and the National Association of Postal Supervisors (NAPS). Since 1995, new station manager positions were adopted and upgraded through pay consultations of 1999 and 2002. The following criteria are established for Managers, Customer Services:

<u>Level</u>	<u>Point Ranges</u>
EAS-17	1,000 - 3,000
EAS-18	3,001 - 5,000
EAS-19	5,001 - 9,000
EAS-20	9,001 - 26,000
EAS-21	26,001 - 35,000
EAS-22	35,001 - 78,000
EAS-24	78,001 - & up

Attached is a revised worksheet that reflects the updated criteria. These changes will be placed on the web site of Organizational Design and Management. If there are questions, please contact Bruce Evans at (202) 268-3817 or Dave Cybulski at (202) 268-4179.

Doug A. Tulino

Attachment

STATION WORKLOAD CREDIT WORKSHEET

STATION: _____
 POST OFFICE: _____ ZIP Code _____

(02/01/07)

FINANCE #:
 GRADE:
 DATE:

1. WEIGHTED DELIVERY CALCULATION

Average General Deliveries x 1.00 = _____ (a)
 Boxes Recd x 1.00 = _____ (b)
 City Deliveries x 1.33 = _____ (c)
 HCR Deliveries x 1.00 = _____ (d)
 Rural Deliveries x 1.00 = _____ (e)
TOTAL WEIGHTED DELIVERY POINTS (a+b+c+d+e): _____ (f)

2. FINANCE UNIT CALCULATION

(Credit for finance unit responsibility is based on the number of finance units and the total weighted deliveries calculated in (f) above. The first station receives credit of 2% of total weighted deliveries, additional stations each receive 1%.)

List finance units below:

1. _____ x 2% of (f) above = _____ (a)
2. _____ x 1% of (f) above = _____ (b)
3. _____ x 1% of (f) above = _____ (c)
4. _____ x 1% of (f) above = _____ (d)
5. _____ x 1% of (f) above = _____ (e)
6. _____ x 1% of (f) above = _____ (f)
7. _____ x 1% of (f) above = _____ (g)

TOTAL FINANCE UNIT POINTS (a+b+c+d+e+f+g) = _____ (2)

TOTAL WORKLOAD POINTS (1+2) = _____ (3)

3. DAILY DELIVERIES OUTSIDE SERVICE AREA CALCULATION

(Credit for deliveries outside the service area includes Express Mail delivery or parcel post delivery or other related delivery services for other stations. The calculation is based on 1/3 of the average number of deliveries over a four week period)

AVERAGE NUMBER OF DAILY DELIVERIES OUTSIDE SERVICE AREA = _____ X 1.33 = _____ (4)

TOTAL NUMBER OF WORKLOAD POINTS (3+4) = _____ (5)

4. MAIL PROCESSED FOR OTHER STATIONS

List stations that LETTER mail is processed for below.

Station	(e) weighted deliveries	(f) % letters processed	(d) credit for letters
(1) _____	x 8%	_____	_____ (L1)
(2) _____	x 8%	_____	_____ (L2)
(3) _____	x 8%	_____	_____ (L3)
(4) _____	x 8%	_____	_____ (L4)
(5) _____	x 8%	_____	_____ (L5)
(6) _____	x 8%	_____	_____ (L6)
x 80% = _____			_____ (6)

Station	(e) weighted deliveries	(f) % flats processed	(d) credit for flats
(1) _____	x 4%	_____	_____ (F1)
(2) _____	x 4%	_____	_____ (F2)
(3) _____	x 4%	_____	_____ (F3)
(4) _____	x 4%	_____	_____ (F4)
(5) _____	x 4%	_____	_____ (F5)
(6) _____	x 4%	_____	_____ (F6)
x 80% = _____			_____ (7)

TOTAL CREDIT FOR FLATS (F1+F2+F3+...) = _____ (7)

TOTAL POINTS FOR MAIL PROCESSED FOR OTHER STATIONS (6+7) = _____ (8)

TOTAL WORKLOAD POINTS: (Workload Points + Mail Processing Points) (Line 5+6) = _____

POINT RANGES:	GRADE*	OCCUPATION CODE
1,000 - 3,000	EAS-17	2305-7035
3,001 - 5,000	EAS-18	2305-7038
5,001 - 9,000	EAS-19	2305-7064
9,001 - 26,000	EAS-20	2305-7039
26,001 - 35,000	EAS-21	2305-7091
35,001 - 76,000	EAS-22	2310-0002
76,001 and up	EAS-24	2310-0010

* Units without retail operations, e.g., detached delivery and collection units, are graded one level below that of a unit with retail. Units with 1,000 - 3,000 points that meet the supervisory workload credit requirements for a supervisor are graded at EAS-18 after review and approval by Area Office.