**UNITED STATES
POSTAL SERVICE**

July 8, 2022

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

Certified Mail Tracking Number:
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Dear Ivan:

This letter is a follow up to a previous correspondence dated January 21 (enclosed), regarding the Postal Service conducting a job analysis for each of the following Clerk craft positions:

Occ-Code	Title	Level
2320-0005	Bulk Mail Clerk	PS-07
2320-28XX	Bulk Mail Technician	PS-07
2345-32XX	Mailing Requirements Clerk	PS-07
2345-0032	Mail Classification Clerk	PS-07
2345-52XX	Mail Classification Clerk	PS-08

As previously advised, each job analysis consists of job observations, interviews, focus groups and surveys with job incumbents, training staff, supervisors, and managers. Participation will be voluntary. Responses will remain confidential and be reported in aggregate.

The Postal Service has completed the job observations and focus groups and is going to conduct the job analysis survey in the coming month.

Enclosed for your review are copies of the *Email Invitation for Employees, Bulk Mail Job Analysis Stand up Talk, Mail Requirements Clerk Survey, Mail Classification Clerk Survey,* and the *Bulk Mail Technician/Bulk Mail Clerk Survey.*

The results of the job analysis will be used to update job descriptions, selection processes, exams, and training for these positions.

If you have any questions on this matter, please contact Dion Mealy at extension 6861.

Sincerely,

Shannon Richardson
Director, Labor Relations
Contract Administration (APWU)

Enclosures

(CA2022-133)

UNITED STATES
POSTAL SERVICE

January 21, 2022

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

Dear Mr. Butts:

As a matter of general interest, the Postal Service will be conducting a job analysis for each of the following Clerk craft positions:

Occ-Code	Title	Level
2320-0005	Bulk Mail Clerk	PS-07
2320-28XX	Bulk Mail Technician	PS-07
2345-32XX	Mailing Requirements Clerk	PS-07
2345-0032	Mail Classification Clerk	PS-07
2345-52XX	Mail Classification Clerk	PS-08

Each job analysis will consist of job observations, interviews, focus groups and surveys with job incumbents, training staff, supervisors, and managers. Participation will be voluntary. Responses will remain confidential and be reported in aggregate.

The results of the job analysis will be used to update job descriptions, selection processes, exams, and training for these positions.

The study will begin in February 2022 and will take approximately 6-8 months.

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

Sincerely,

David E. Mills
Director
Labor Relations Policies and Programs

Subject: ACTION: Job Analysis Survey – [Due Date]

Hello [FirstName],

You are invited to take the [Job Title] Job Analysis Survey.

The purpose of this survey is to gather information about the tasks performed by [Job Title] and the knowledge, skills and abilities needed to perform those tasks. The results will be used to update job descriptions, selection processes and training programs.

We need your help to get accurate information about the job. Participation is voluntary. Your responses will be kept confidential. Individual responses will not be shared.

Before beginning the survey, please reach out to your Supervisor to coordinate the best date/time to take the survey, which may take [time frame] to complete. You are encouraged to complete the survey in one sitting. However, if you are not able to complete the survey all at once, the link will allow you to resume where you left off.

Please complete the survey. This is your opportunity to help make a difference.

Use a laptop or desktop computer to complete the survey; the survey cannot be completed on a mobile device.

CLICK THE LINK BELOW TO COMPLETE THE SURVEY:

[survey link]

You have until [Due Date] to complete the survey.

Thank you for considering my request. If you have any questions, you can reply to me or reach us at HR Survey Support.

Thank you!

Mailing Requirements Clerk Survey

MobileDeviceRestriction

Mobile Device Restriction

WARNING! You are using a mobile device to complete the job analysis survey.

Close the survey and access it with a laptop or desktop computer.

This survey was designed to be completed on a laptop or desktop computer and should not be completed with a mobile device.

I am disregarding the instructions

Introduction

Job Analysis Questionnaire

Thank you for your willingness to complete this job analysis questionnaire!

Human Resources is conducting a job analysis of Bulk Mail jobs. Your participation in this analysis is crucial to determine the most relevant characteristics of your job and supporting updates to your job description, selection processes, and training.

The questionnaire is divided into five sections:

- Background information about you and your job
- Job Tasks
- Knowledge, Skills, and Abilities (KSAs)
- Equipment, Tools, and Technologies
- Respondent Demographics

Please be aware that all responses are confidential and collected data will only be reported in aggregate form. Participation in this questionnaire is voluntary, and no individual responses will be identified from this survey. Please respond to all statements by following the instructions for each section and indicating the response that best reflects your opinion. It is important that you complete each section of the survey, as incomplete surveys cannot be used in this process.

The questionnaire will take approximately 90 minutes to complete; it will be open through [close date]. Please attempt to complete the survey in one session. If you are unable to complete the survey in a single session, you may use the same link to resume the survey. Upon returning, the link will enable you to continue where you left off.

If you have any questions about the survey content or process, email **HR Survey Support**.

Click Next to begin.

Background Information

Background Information

Please answer the following questions about yourself and your job. This information is used to verify that the people responding to this survey are knowledgeable about the jobs being studied.

What is your current job title ("Form 50" position)?

Mailing Requirements Clerk (P7-07)

To which tour are you currently assigned?

Tour 1

Tour 2

Tour 3

Length of time in current job ("Form 50" position):

Less than 6 months

6 - 11 months

1 - 5 years

6 - 10 years

11 - 15 years

16 - 20 years

Over 20 years

Length of time at the Postal Service:

Less than 6 months

6 - 11 months

1 - 5 years

6 - 10 years

11 - 15 years

16 - 20 years

Over 20 years

Approximately how many hours a week do you work?

What is the highest level of education you have completed or the highest degree you have received?

Less than high school degree

High school graduate (high school diploma or equivalent including GED)

Some college but no degree

Associate's degree (2-year college program)

Bachelor's degree (4-year college program)

Master's degree

Doctoral degree

Location Demographics

What is your MRC area?

Cap Metro

Eastern

Great Lakes

Northeast

Pacific

Southern

Western

Over the past 12 months where did you primarily work?

Remote

In the Office

Hybrid (working a mix of remote and in office)

Task Statement Instructions

TASK RATINGS

This section of the questionnaire lists tasks you may perform. For each of the following items, rate the **FREQUENCY** you perform the task, the **IMPORTANCE** of the task for successful job performance. If you do not perform a task yourself, select "Not performed" for both scales. For **REMOTE**, indicate if the task can be completed remotely (for example, is this a task that must be completed on-site at a postal facility or can it be completed virtually). If you do not perform a task yourself, select "NO".

Instructions: Use the scales below to rate the tasks. Be sure to provide ratings for every task.

FREQUENCY: How often do you perform this task?
Not performed - I do not perform this task.
Infrequently - I perform this task no more than once a month.
Somewhat Frequently - I perform this task no more than once a week.
Frequently - I perform this task several times a week, but no more than once a day.
Very Frequently - I perform this task several times each day.

IMPORTANCE: How important is this task for successfully performing your job?
Not performed - I do not perform this task.
Not Important - This task is not important to my job. Failure to successfully perform this task typically has no consequence.
Minor Importance - This task is of minor importance to my job. Failure to successfully perform this task has little or no consequence.
Important - This task is important to my job. Failure to successfully perform this task has some negative consequences.
Critical - This task is one of the most essential tasks of my job. Failure to successfully perform this task has significant negative consequences.

REMOTE: Can this task be performed remotely?
Yes - This task can be performed remotely.
No - This task must be performed at a Postal Facility.

Click on **NEXT** to begin your task ratings.

Task Ratings

Business Reply

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Coordinate artwork requests for business reply envelopes after customer account fees are paid and Form 6805 is complete.	O	O	O	O	O	O	O	O	O	O	O	O
Troubleshoot customer applications to ensure they are accurate, complete, and fees are paid.	O	O	O	O	O	O	O	O	O	O	O	O
Forward customer applications (Form 6805) for permits to Address Management System to create unique zip + 4 assigned.	O	O	O	O	O	O	O	O	O	O	O	O
Notify local office once a master permit and subaccount are created.	O	O	O	O	O	O	O	O	O	O	O	O
Identify master account and permit information using account search function in PostalOne to determine customer contact information (e.g., point of contact).	O	O	O	O	O	O	O	O	O	O	O	O

Business Reply

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Use master account to authorize subaccounts in PostalOne.	O	O	O	O	O	O	O	O	O	O	O	O
Research permit number and customer account information using PostalOne to identify payment discrepancies for business reply mail placed on hold due to fees not paid.	O	O	O	O	O	O	O	O	O	O	O	O
Return business reply mail to station if fees for the account are current and funds are in account.	O	O	O	O	O	O	O	O	O	O	O	O
Provide guidance to coworkers and external customers regarding tiers of business reply mail, relevant account fees, and issues regarding business reply mail and sub accounts.	O	O	O	O	O	O	O	O	O	O	O	O

Communication

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Refer customers to helpdesks and other points of contact based on customer needs.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Provide guidance to customers regarding use and navigation of postal systems (e.g., Business Customer Gateway [BCG], PostalPro, Postal Explorer) to manage account information.	O	O	O	O	O							
Provide information to customers regarding bulk mail accounts and permits including mailing requirements (volume, Move Update, postage statements), and Quick Services Guides (QSG).	O	O	O	O	O	O	O	O	O	O	O	O

Customer Account

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Respond to customers as walk-ins, through c360 emails, and phone calls via Genesys to generate a service request and resolve questions or concerns regarding mailing requirements.	O	O	O	O	O	O	O	O	O	O	O	O
Provide guidance and support to customers to ensure Customer Registration Identities (CRID) and permits are linked in PostalOne.	O	O	O	O	O	O	O	O	O	O	O	O
Create and update customer contact information in PostalOne, Express Mail Corporate Account (EMCA), and c360.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Forward customer checks to window for processing in Retail System Software (RSS) and verify payment appears in PostalOne.	O	O	O	O	O	O	O	O	O	O	O	O

Customer Account

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?

IMPORTANCE: How important is this task for successfully performing your job?

REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Apply funds available in customers' account to pay fees, fund mailings, and transfer funds between accounts.	O	O	O	O	O	O	O	O	O	O	O	O
Log received checks for customer deposits and fee payments on the check log (e.g., date, check number, customer name, company, permit number) and ensure records are filed.	O	O	O	O	O	O	O	O	O	O	O	O
Provide direction to customers on setting up Enterprise Payment System (EPS) account, including funding the account, managing user roles (e.g., when the Business Service Administrator [BSA] changes), withdrawals, refunds and linking existing permits to the account.	O	O	O	O	O	O	O	O	O	O	O	O
Enter and correct refunds for closed accounts in Enterprise Imaging Workflow System (eIWS) using online forms.	O	O	O	O	O	O	O	O	O	O	O	O

Customer Calls

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Respond to incoming customer phone calls using standardized script and provide guidance on products/services, and customer accounts.	O	O	O	O	O	O	O	O	O	O	O	O
Request customers complete customer satisfaction survey at the end of customer calls to allow customers to provide feedback.	O	O	O	O	O	O	O	O	O	O	O	O
Transfer phone calls internally to other helpdesks or departments based on customer request.	O	O	O	O	O	O	O	O	O	O	O	O
Start Zoom calls with colleagues and customers to assist in navigating postal systems.	O	O	O	O	O	O	O	O	O	O	O	O

Customer Support

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Coordinate with coworkers, supervisors, and other helpdesks (e.g., Enterprise Verification System [EVS]) to resolve customer issues and provide consistent support.	O	O	O	O	O	O	O	O	O	O	O	O
Open and respond to mail received at BMEU office including responding to requests to open a business reply account, and renewal fee payments.	O	O	O	O	O	O	O	O	O	O	O	O
Provide directions on training courses and resources to new mailers including how to use Postal Systems (e.g., Postal Wizard, IMSB).	O	O	O	O	O	O	O	O	O	O	O	O
Partner with internal and external stakeholders to troubleshoot and resolve customer issues with Postal products or services supported by the MSSC.	O	O	O	O	O	O	O	O	O	O	O	O

Express Mail Corporate Accounts

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Review and monitor Express Mail Corporate Account (EMCA) reports to identify customers that have negative account balances.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Send certified letter notifications to customer regarding account status (e.g., negative account balance, inactivity).	O	O	O	O	O	O	O	O	O	O	O	O
Invalidate account and flag to review for account closure after 30 days of inactivity to ensure account balance is resolved (e.g., debt collection, refunds).	O	O	O	O	O	O	O	O	O	O	O	O
Review Express Mail Corporate Accounts (EMCA) reports for errors including receipt of payment.	O	O	O	O	O	O	O	O	O	O	O	O

Express Mail Corporate Accounts

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Create Express Mail Corporate Accounts (EMCA) in Electronic Marketing Report System (EMRS) by entering customer contact information from completed form.	O	O	O	O	O	O	O	O	O	O	O	O
Review and verify Express Mail Corporate Account charges and payment (e.g., express mail manifest shipments) according to publication 97-A.	O	O	O	O	O	O	O	O	O	O	O	O
Review inactivity report to identify inactive accounts and generate certified letter notifications.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Enter and correct Express Labels in Product Tracking and Report (PTR) and verify that the changes update in the system.	○	○	○	○	○	○	○	○	○	○	○	○

Non-Profit

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Monitor approved non-profit authorizations and submit requests to Pricing Classification & Service Center (PCSC) to determine if inactive and revoke.	○	○	○	○	○	○	○	○	○	○	○	○
File documentation related to requests for non-profit permits that were withdrawn or denied.	○	○	○	○	○	○	○	○	○	○	○	○
Submit hardcopy forms received from customers into PostalOne and forward to Pricing Classification & Service Center (PCSC).	○	○	○	○	○	○	○	○	○	○	○	○
Use form to update or change contact information (e.g., name, email address) for non-profit accounts in PostalOne and submit to Pricing Classification & Service Center (PCSC) for review.	○	○	○	○	○	○	○	○	○	○	○	○

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Monitor the non-profit authorization activity report in PostalOne message center.	O	O	O	O	O	O	O	O	O	O	O	O
Review mailpiece to determine non-profit eligibility.	O	O	O	O	O	O	O	O	O	O	O	O

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

Periodicals

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Complete audit of mailpieces to confirm the percentage of advertising meets the criteria to qualify for periodicals.	O	O	O	O	O	O	O	O	O	O	O	O
Review postage statements and enter information into frequency log to document the publication number, date, weight, and number of pieces.	O	O	O	O	O	O	O	O	O	O	O	O
File periodical documents and paperwork and/or forward to local office for records.	O	O	O	O	O	O	O	O	O	O	O	O
Complete and send permit renewal reminders to customers.	O	O	O	O	O	O	O	O	O	O	O	O
Respond to walk-in questions regarding periodicals or permits from customers referred from window clerks.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Review statements of ownership completed by customers to ensure mailing frequency is in compliance with permit requirements.	○	○	○	○	○	○	○	○	○	○	○	○

Permits

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Validate and process customer applications for Bulk Mail permits using PostalOne including sending a welcome email, verifying customer information and fees are paid, and sufficient funds are available in account to pay for mailing to issue the permit.	○	○	○	○	○	○	○	○	○	○	○	○
Log/file approved refund records.	○	○	○	○	○	○	○	○	○	○	○	○
File records for permit documentation including a 3615 and/or forward to local office for retention (e.g., IRS letter, articles of incorporation, sample of mailing).	○	○	○	○	○	○	○	○	○	○	○	○

Service Requests

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance				Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Create service request after customer interactions (e.g., calls, emails, walk-ins) using contact information, including a summary of the action.	O	O	O	O	O	O	O	O	O	O	O	O
Create service request using system (e.g., c360) to identify the customer account/contact information, summary, service request description and supporting documentation, service request origin, department, category and subcategory, service request number and closing with closing notes.	O	O	O	O	O	O	O	O	O	O	O	O
Use c360 to send correspondence via email throughout service request to maintain communication with customer and summarize request updates.	O	O	O	O	O	O	O	O	O	O	O	O
Monitor email queues and respond to service requests or required action.	O	O	O	O	O	O	O	O	O	O	O	O

Knowledge, Skills and Abilities Instructions

KNOWLEDGE, SKILLS and ABILITIES RATINGS

This section of the questionnaire lists the knowledge, skills and abilities (KSAs) that may be required to successfully perform your job. For each of the following items, rate the **IMPORTANCE** of the KSA for successful job performance, whether the KSA is **NEEDED AT ENTRY**, or upon appointment to the job, and how well the KSA can provide **DISTINGUISHING VALUE** for employee performance.

Instructions: Use the scales below to rate the KSAs. Be sure to provide all three ratings for every KSA. The scales will also be visible when hovering over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
Not Important - This KSA is not important to successful performance.
Minor Importance - This KSA is of minor importance to successful job performance.
Important - This KSA is important to successful performance.
Critical - This KSA is essential to the job and is critically important to successful performance.

NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
No - Successful job performance does not require proficiency in this KSA prior to entry. Competence in this area must be developed over time through training or experience on the job.
Yes - Successful job performance requires this KSA prior to entry. Competence in this area is difficult to acquire, and job demands require this KSA soon after hire (for example, in the first week or so).

DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?
Not at all – Having more of this KSA does not lead to better job performance.
Moderately – Having more of this KSA leads to moderately better job performance. For example, an employee may need to have working knowledge of national and local union agreements to gather information needed for grievance processes. However, having more knowledge of union agreements doesn't help the employee to gather needed information more accurately or quickly.
Considerably – Having more of this KSA leads to considerably better job performance. For example, having more knowledge of national and local union agreements may enable a supervisor to have more positive relationships with craft employees and union representatives resulting in significantly fewer grievances.

KSA Ratings MRC

Communication

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value		
	Not important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Knowledge of customer-facing systems (e.g., PostalOne, Business Customer Gateway) to provide direction to customers to look up account information and access electronic services.	O	O	O	O	O	O	O	O	O
Ability to work with people sufficient to provide customer service to customers and coworkers, including responding to complaints, troubleshooting and resolving problems, and exercising courtesy.	O	O	O	O	O	O	O	O	O
Ability to follow instructions, either oral or written, (e.g., job aids, directions included in forms, manuals) sufficient to apply relevant information based on specific programs.	O	O	O	O	O	O	O	O	O
Ability to communicate with colleagues to research and clarify product and service information.	O	O	O	O	O	O	O	O	O
Ability to communicate orally and in writing with internal and external customers sufficient to answer questions, and provide direction and guidance regarding postal regulations and procedures.	O	O	O	O	O	O	O	O	O
Ability to communicate orally and in writing sufficient to express ideas or facts clearly and logically when answering questions.	O	O	O	O	O	O	O	O	O

Critical Thinking

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance			Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to work without immediate, on-site supervision.	O	O	O	O	O	O	O	O	O
Ability to perform basic mathematical computations using a calculator including addition, subtraction, multiplication and division with whole numbers, fractions, percentages, and decimals.	O	O	O	O	O	O	O	O	O
Ability to identify and analyze problems, including gathering necessary information and resources, evaluating and summarizing the information, and arriving at an appropriate recommendation or course of action to address customer needs.	O	O	O	O	O	O	O	O	O

Products & Services

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?

NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?

DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance			Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Knowledge of USPS policies and standards as defined in the Domestic Mail Manual and the International Mail Manual, Publication 52, sufficient to inform decisions regarding permits, customer accounts, and products and services.	O	O	O	O	O	O	O	O	O

	Importance				Needed at Entry		Distinguishing Value		
	Not important	Minor importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Knowledge of physical mailpiece characteristics and typical errors (e.g., intelligent mail barcode errors) sufficient to respond to customer questions.	○	○	○	○	○	○	○	○	○
Knowledge of mailpiece classification (e.g., First-class, marketing mail, non-profit, periodicals, packages services) sufficient to provide direction and guidance to customers.	○	○	○	○	○	○	○	○	○
Knowledge of Mailer Scorecard including typical errors sufficient to respond to basic customer questions (e.g., how to request account review and pay an assessment).	○	○	○	○	○	○	○	○	○
Knowledge of forms and applications needed for each type of product or service (e.g., non-profit, periodicals).	○	○	○	○	○	○	○	○	○
Knowledge of bulk mail entry processes and procedures for account types and permits sufficient to identify root causes of customer problems.	○	○	○	○	○	○	○	○	○

Systems & References & Tools

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance			Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Knowledge of systems (e.g., PostalOne, c360) sufficient to lookup customer account information in response to questions from customers.	O	O	O	O	O	O	O	O	O
Ability to use computer applications, software, and systems (e.g., PostalOne, Genesys, c360) to create and send correspondence, enter data, provide customer service and lookup information.	O	O	O	O	O	O	O	O	O
Ability to research information using multiple sources (e.g., Domestic Mail Manual [DMM], International Mail Manual [IMM]) and other departments to identify mailing requirements and pricing for each mail type (e.g., letters, flats, periodicals).	O	O	O	O	O	O	O	O	O
Ability to adapt to ongoing changes to policies, systems, tools, and technology.	O	O	O	O	O	O	O	O	O

Training

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
	O	O	O	O	O	O	O	O	O

	Importance				Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to provide guidance, coaching, and assistance to internal and external stakeholders on workflow manuals, job aids, policies, processes, systems, and tools.	○	○	○	○	○	○		
Ability to provide guidance and direction to internal and external customers on how to use customer-facing systems (e.g., Business Customer Gateway).	○	○	○	○	○	○		

Equipment, Tools & Technology

Equipment, Tools & Technology

This section of the questionnaire lists systems and technologies you may use to perform your job. For each of the following items, rate the **FREQUENCY** you use to the system or technology.

FREQUENCY: How often do you use the system or technology while performing your job? Rate each item using the following scale:

Not Used - I do not use this system or technology in my job.
Infrequently - I use this system or technology no more than once a month.
Somewhat Frequently - I use this system or technology no more than once a week.
Frequently - I use this system or technology several times a week, but no more than once a day.
Very Frequently - I use this system or technology several times each day.

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

Frequency of Use				
Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Account Management System (AMS)	O	O	O	O	O
Address Matching Engine Web	O	O	O	O	O
BCG Kiosk (pilot project related)	O	O	O	O	O
BMA Webpages, Newsletter, Advisory, Industry Alerts	O	O	O	O	O
BMA Workflows	O	O	O	O	O
Business Customer Gateway (BCG)	O	O	O	O	O
C360	O	O	O	O	O
Calibration Weights	O	O	O	O	O
Change of Address	O	O	O	O	O
Click n Ship (Business Pro)	O	O	O	O	O

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Computer (Desktop/Laptop)	O	O	O	O	O
Customer Labeling & Distribution System (CLDS)	O	O	O	O	O
Customer Support Rulings	O	O	O	O	O
eAdmin	O	O	O	O	O

Frequency of Use

	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
EDW/Mailer Scorecard	O	O	O	O	O
Electronic Marketing Reporting System (EMRS)	O	O	O	O	O
Enterprise Data Warehouse (EDW)	O	O	O	O	O
Enterprise Imaging Workflow System (eIWS)	O	O	O	O	O
Enterprise Payment System (EPS)	O	O	O	O	O
Enterprise Verification System (EVS)	O	O	O	O	O

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

Frequency of Use

	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
ePost Office Box Online (ePobol)	O	O	O	O	O
eRegistration	O	O	O	O	O
Every Door Direct Mail (EDDM) Tool	O	O	O	O	O
Facilities Database	O	O	O	O	O
Facility Access and Shipment Tracking (FAST)	O	O	O	O	O
Genesys	O	O	O	O	O
Handheld scanners (e.g., Zebra, IMD)	O	O	O	O	O

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Industry Alerts					
Informed Visibility (IV)	○	○	○	○	○
Intelligent Mail Barcode	○	○	○	○	○

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Intelligent Mail Small Business (IMSB) Tool	○	○	○	○	○
Mail Transport Equipment (MTE)	○	○	○	○	○
Mail Transport Equipment Ordering (MTEOR)	○	○	○	○	○
Microsoft Office Suite (e.g., Outlook, Excel, Word)	○	○	○	○	○
MID CRID Tool (MailerID)	○	○	○	○	○
National Meter Accounting and Tracking System (NMATS)	○	○	○	○	○
OnlineEnrollment	○	○	○	○	○
Package Viewer, WEB APAT	○	○	○	○	○
Pallet Jack (electronic)	○	○	○	○	○
Pallet Jack (manual)	○	○	○	○	○

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Postal Explorer	○	○	○	○	○
Postal Updates (e.g., Bulletin, Digest)	○	○	○	○	○
PostalExplorer (e.g., IMM, DMM, Customer Support Rulings)	○	○	○	○	○
PostalOne	○	○	○	○	○
PostalPro	○	○	○	○	○
Premium Forwarding Service Commercial	○	○	○	○	○
Price Notice 123	○	○	○	○	○
Product Tracking & Reporting	○	○	○	○	○
Promotions (Informed Delivery Campaign)	○	○	○	○	○
Rubber Stamper (e.g., rotary dater)	○	○	○	○	○

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Scissor Lift	○	○	○	○	○
Self Service Terminal	○	○	○	○	○

Gender:

Female

Male

Prefer Not to Answer

Are You Hispanic or Latino? (A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.)

Yes

No

Racial Category (Check as many as apply):

Native American or Alaska Native - A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

Asian - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American - A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Other Pacific Islander - A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

White or Caucasian - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

End of Survey

Click the **Next** button below to finish the survey.

Privacy Act Statement: Your information and individual responses to survey questions will be used to provide the HQ Human Resource Office with decision making information based on your experience in job-related functions and participation in programs. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206 Your participation in the survey is voluntary. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function; to the Equal Employment Opportunity Commission when requested in connection with the investigation of a formal complaint; to the Merit Systems Protection Board or Office of Special Counsel for the purpose of litigation; and records regarding recipients of awards may be disclosed to the news media or the National Safety Council when consistent with the public's right to know. For more information on our privacy policies visit www.usps.com/privacy/policy

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Mail Classification Clerk Survey

UNITED STATES POSTAL SERVICE ®

MobileDeviceRestriction

Mobile Device Restriction

WARNING! You are using a mobile device to complete the job analysis survey.

Close the survey and access it with a laptop or desktop computer.

This survey was designed to be completed on a laptop or desktop computer and should not be completed with a mobile device.

I am disregarding the instructions

Introduction

Job Analysis Questionnaire

Thank you for your willingness to complete this job analysis questionnaire!

Human Resources is conducting a job analysis of Bulk Mail jobs. Your participation in this analysis is crucial to determine the most relevant characteristics of your job and supporting updates to your job description, selection processes, and training.

TASK RATINGS

This section of the questionnaire lists tasks you may perform. For each of the following items, rate the **FREQUENCY** you perform the task, the **IMPORTANCE** of the task for successful job performance. If you do not perform a task yourself, select "Not performed" for both scales. For **REMOTE**, indicate if the task can be completed remotely (for example, is this a task that must be completed on-site at a postal facility or can it be completed virtually). If you do not perform a task yourself, select "NO".

Instructions: Use the scales below to rate the tasks. Be sure to provide both ratings for every task.

FREQUENCY: How often do you perform this task?
Not performed - I do not perform this task.
Infrequently - I perform this task no more than once a month.
Somewhat Frequently - I perform this task no more than once a week.
Frequently - I perform this task several times a week, but no more than once a day.
Very Frequently - I perform this task several times each day.

IMPORTANCE: How important is this task for successfully performing your job?
Not performed - I do not perform this task.
Not Important - This task is not important to my job. Failure to successfully perform this task typically has no consequence.
Minor Importance - This task is of minor importance to my job. Failure to successfully perform this task has little or no consequence.
Important - This task is important to my job. Failure to successfully perform this task has some negative consequences.
Critical - This task is one of the most essential tasks of my job. Failure to successfully perform this task has significant negative consequences.

REMOTE: Can this task be performed remotely?
Yes - This task can be performed remotely.
No - This task must be performed at a Postal facility.

Click on **NEXT** to begin your task ratings.

Task Ratings

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

Business Reply

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Coordinate artwork requests for business reply envelopes after customer account fees are paid and Form 6805 is complete.	○	○	○	○	○	○	○	○	○	○	○	○
Forward customer applications (Form 6805) for permits to Address Management System to create unique zip + 4 assigned.	○	○	○	○	○	○	○	○	○	○	○	○
Identify master account and permit information using account search function in PostalOne to determine customer contact information (e.g., point of contact).	○	○	○	○	○	○	○	○	○	○	○	○
Notify local office once a master permit and subaccount are created.	○	○	○	○	○	○	○	○	○	○	○	○
Provide guidance to coworkers and external customers regarding tiers of business reply mail, relevant account fees, and issues regarding business reply mail and sub accounts.	○	○	○	○	○	○	○	○	○	○	○	○

Business Reply

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Research permit number and customer account information using PostalOne to identify payment discrepancies for business reply mail placed on hold due to fees not paid.	O	O	O	O	O	O	O	O	O	O	O	O
Return business reply mail to station if fees for the account are current and funds are in account.	O	O	O	O	O	O	O	O	O	O	O	O
Troubleshoot customer applications to ensure they are accurate, complete, and fees are paid.	O	O	O	O	O	O	O	O	O	O	O	O
Use master account to authorize subaccounts in PostalOne.	O	O	O	O	O	O	O	O	O	O	O	O

Communication

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Collaborate with BMTs for policy questions and to distribute workload.	O	O	O	O	O	O	O	O	O	O	O	O
Provide guidance to customers regarding use and navigation of postal systems (e.g., Business Customer Gateway [BCG], PostalPro, Postal Explorer) to manage account information.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency				Importance					Remote	

Provide information to customers regarding bulk mail accounts and permits including mailing requirements (volume, Move Update, postage statements), and Quick Services Guides (QSG).

	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
	○	○	○	○	○	○	○	○	○	○	○	○

Refer customers to helpdesks and other points of contact based on customer needs.

| | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

Customer Account

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No

Apply funds available in customers' account to pay fees, fund mailings, and transfer funds between accounts.

| | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

Forward customer checks to window for processing in Retail System Software (RSS) and verify payment appears in PostalOne.

| | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

Log received checks for customer deposits and fee payments on the check log (e.g., date, check number, customer name, company, permit number) and ensure records are filed.

| | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

Accept customer checks to allow front office to deposit funds into account.

| | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Complete deposit and fees log for received customer checks, enter check number and information into customer account, print receipt and place check in envelope for processing at window.	O	O	O	O	O	O	O	O	O	O	O	O
Complete requests for refund and submit to supervisor for approval.	O	O	O	O	O	O	O	O	O	O	O	O

Customer Account

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Provide direction to customers on setting up Enterprise Payment System (EPS) account, including funding the account, managing user roles (e.g., when the Business Service Administrator [BSA] changes), withdrawals, refunds and linking existing permits to the account.	O	O	O	O	O	O	O	O	O	O	O	O
Provide guidance and support to customers to ensure Customer Registration Identities (CRID) and permits are linked in PostalOne.	O	O	O	O	O	O	O	O	O	O	O	O
Respond to customers as walk-ins, through c360 emails, and phone calls via Genesys to generate a service request and resolve questions or concerns regarding mailing requirements.	O	O	O	O	O	O	O	O	O	O	O	O

Customer Account

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Create and update customer contact information in PostalOne, Express Mail Corporate Account (EMCA), and c360.	O	O	O	O	O	O	O	O	O	O	O	O
Create/edit customer accounts and permits in PostalOne based on customer need.	O	O	O	O	O	O	O	O	O	O	O	O
Enter and correct refunds for closed accounts in Enterprise Imaging Workflow System (eIWS) using online forms.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Investigate dormant jobs, bad email addresses, and non-use accounts.	O	O	O	O	O	O	O	O	O	O	O	O
Send customer application for nonprofit to the Pricing, Classification, and Service Center.	O	O	O	O	O	O	O	O	O	O	O	O
Use PostalOne to lookup customer account information and identify the Customer Registration Identification Number (CRID).	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency				Importance				Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Verify window processes checks by checking receipts and PostalOne to ensure funds are available in customer account.											

Customer Calls

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency				Importance				Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Request customers complete customer satisfaction survey at the end of customer calls to allow customers to provide feedback.	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
Respond to incoming customer phone calls using standardized script and provide guidance on products/services, and customer accounts.	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
Start Zoom calls with colleagues and customers to assist in navigating postal systems.	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
Transfer phone calls internally to other help desks or departments based on customer request.	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯

Customer Support

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Coordinate with coworkers, supervisors, and other helpdesks (e.g., Enterprise Verification System [EVS]) to resolve customer issues and provide consistent support.	O	O	O	O	O	O	O	O	O	O	O	O
Open and respond to mail received at BMEU office including responding to requests to open a business reply account, and renewal fee payments.	O	O	O	O	O	O	O	O	O	O	O	O
Partner with internal and external stakeholders to troubleshoot and resolve customer issues with Postal products or services supported by the MSSC.	O	O	O	O	O	O	O	O	O	O	O	O
Provide directions on training courses and resources to new mailers including how to use Postal Systems (e.g., Postal Wizard, IMSB).	O	O	O	O	O	O	O	O	O	O	O	O

DMU

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Complete and attach mail release placard and revenue protection placard to mail transport equipment before releasing mail to truck driver.	○	○	○	○	○	○	○	○	○	○	○	○
Enter mailing information in logbooks to track orders by mailer and by truck driver.	○	○	○	○	○	○	○	○	○	○	○	○
Monitor loading of mail to be transported from the Detached Mail Unit (DMU) to ensure safe loading of APCs on truck.	○	○	○	○	○	○	○	○	○	○	○	○
Travel to Detached Mail Units to complete statements or conduct sampling of mailers' mail.	○	○	○	○	○	○	○	○	○	○	○	○

Express Mail Corporate Accounts

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Create Express Mail Corporate Accounts (EMCA) in Electronic Marketing Report System (EMRS) by entering customer contact information from completed form.	○	○	○	○	○	○	○	○	○	○	○	○
Enter and correct Express Labels in Product Tracking and Report (PTR) and verify that the changes update in the system.	○	○	○	○	○	○	○	○	○	○	○	○

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Invalidate account and flag to review for account closure after 30 days of inactivity to ensure account balance is resolved (e.g., debt collection, refunds).	O	O	O	O	O	O	O	O	O	O	O	O
Review and monitor Express Mail Corporate Account (EMCA) reports to identify customers that have negative account balances.	O	O	O	O	O	O	O	O	O	O	O	O

Express Mail Corporate Accounts

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Review and verify Express Mail Corporate Account charges and payment (e.g., express mail manifest shipments) according to publication 97-A.	O	O	O	O	O	O	O	O	O	O	O	O
Review Express Mail Corporate Accounts (EMCA) reports for errors including receipt of payment.	O	O	O	O	O	O	O	O	O	O	O	O
Review inactivity report to identify inactive accounts and generate certified letter notifications.	O	O	O	O	O	O	O	O	O	O	O	O
Send certified letter notifications to customer regarding account status (e.g., negative account balance, inactivity).	O	O	O	O	O	O	O	O	O	O	O	O

Guidance

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Provide guidance to coworkers on how to input information from customer statements into PostalOne.	○	○	○	○	○	○	○	○	○	○	○	○
Provide guidance to customers in using the Business Customer Gateway to manage and lookup account information.	○	○	○	○	○	○	○	○	○	○	○	○
Refer customers to retail counter, Business Customer Gateway (BCG), and Electronic Payment System (EPS) to submit payment for accounts.	○	○	○	○	○	○	○	○	○	○	○	○
Respond to customer calls and emails to answer questions, provide guidance, or refer to retail number using landline phone.	○	○	○	○	○	○	○	○	○	○	○	○

Hardcopy Orders

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Accept hardcopy mailing order form (e.g., PS form 3541) from customer for acceptance and processing of mail.	O	O	O	O	O	O	O	O	O	O	O	O
Enter hardcopy order information into PostalOne including processing information (e.g., is it machinable) and postage.	O	O	O	O	O	O	O	O	O	O	O	O

Mail Verification

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Accept mail and communicate updates and information with customer.	O	O	O	O	O	O	O	O	O	O	O	O
Accept postage statements by entering information (e.g., Postage Statement ID) from printed copy or electronic postage statements into PostalOne to process order.	O	O	O	O	O	O	O	O	O	O	O	O
Attach Mail Released Placard to mail (e.g., trays, containers, pallet) to allow Mail Handlers to move the mail for processing.	O	O	O	O	O	O	O	O	O	O	O	O
Check non-profit mail to confirm if mailing requirements are met to qualify for non-profit rates.	O O	O O	O O	O O	O O	O O	O O	O O	O O	O O	O O	O O

Mail Verification

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Complete mail verification check using Performance Based Verification (PBV) in PostalOne including entering order information, pieceweight calculations, mailpiece inspections, mail type and rate, permits, carrier routes, and labels.	O	O	O	O	O	O	O	O	O	O	O	O
Complete mail verification/scans for mailings processed and accepted at the BMEU.	O	O	O	O	O	O	O	O	O	O	O	O
Complete Plant-Verified Drop Shipment by verifying, signing, dating, and stamping forms to show receipt of payment to other Post Offices.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Conduct a bundle verification by visually inspecting the bundles for correct placement of addresses, barcodes, bundling security, and labeling.	O	O	O	O	O	O	O	O	O	O	O	O
Conduct mail verification prompted by PostalOne to verify information on mailpieces (e.g., barcode, weight, sort, mail processing category, and zip code).	O	O	O	O	O	O	O	O	O	O	O	O
Conduct sampling prompted by PostalOne by weighing mailpieces on a scale to calculate piece count.	O	O	O	O	O	O	O	O	O	O	O	O

Mail Verification

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Conduct verification on staged mail unloaded on the dock by customer to confirm that pallets or trays have required labels.	O	O	O	O	O	O	O	O	O	O	O	O
Conduct verification on staged mail unloaded on the dock by customer to verify if the mailpiece label matches the tray/pallet label.	O	O	O	O	O	O	O	O	O	O	O	O
Determine if a mailpiece is machinable to identify and verify the postage rate based on dimensions of mailpiece.	O	O	O	O	O	O	O	O	O	O	O	O
Determine if customer account has sufficient funds and fees are paid before finalizing postage statement and initiating mail release.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
...	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Discard printed copy customer mailing statement after inputting into PostalOne.	O	O	O	O	O	O	O	O	O	O	O	O
Enter acceptance data using postage statement and complete mail verification checks before releasing mail into the system.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Enter the amount of errors found in verification of mailpieces in PostalOne.	○	○	○	○	○	○	○	○	○	○	○	○
File periodical order documents and paperwork.	○	○	○	○	○	○	○	○	○	○	○	○
Hold mail and log errors if there are discrepancies (e.g., pricing errors) with the postage statement and contact the customer to resolve prior to releasing mail.	○	○	○	○	○	○	○	○	○	○	○	○
Monitor the non-profit authorization activity report in PostalOne message center.	○	○	○	○	○	○	○	○	○	○	○	○
Print confirmation page for seamless mailers' electronic postage statement after statement is finalized into PostalOne for record-keeping.	○	○	○	○	○	○	○	○	○	○	○	○

Mail Verification

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Print Mail Released Placard after finalizing postage statement in PostalOne.	○	○	○	○	○	○	○	○	○	○	○	○
Refer mail to supervisor due to verification failure (e.g., permits, barcodes, labels) and contact customer for corrective action.	○	○	○	○	○	○	○	○	○	○	○	○

Manifests

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Reference workflow and job aids to complete mail verification and process the postage statement.	O	O	O	O	O	O	O	O	O	O	O	O
Review mailpiece to determine non-profit eligibility.	O	O	O	O	O	O	O	O	O	O	O	O
Verify information (e.g., zip code, postage) on postage statement matches the tray/container and mailpieces in the job.	O	O	O	O	O	O	O	O	O	O	O	O
Visually inspect containers (i.e., sacks, trays, pallets) for safety concerns (e.g., is the mail stable, safe height, safe for transportation).	O	O	O	O	O	O	O	O	O	O	O	O
Conduct quality assurance checks by reviewing batched and itemized manifest and scanning and weighing mailpieces.	O	O	O	O	O	O	O	O	O	O	O	O
Use scanner for EVS (electronic verification system) to track mailpieces against a customer manifest and log on sheet.	O	O	O	O	O	O	O	O	O	O	O	O

Non-Profit

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
File documentation related to requests for non-profit permits that were withdrawn or denied.	O	O	O	O	O	O	O	O	O	O	O	O
Monitor approved non-profit authorizations and submit requests to Pricing Classification & Service Center (PCSC) to determine if inactive and revoke.	O	O	O	O	O	O	O	O	O	O	O	O
Monitor the non-profit authorization activity report in PostalOne message center.	O	O	O	O	O	O	O	O	O	O	O	O
Review mailpiece to determine non-profit eligibility.	O	O	O	O	O	O	O	O	O	O	O	O
Submit hardcopy forms received from customers into PostalOne and forward to Pricing Classification & Service Center (PCSC).	O	O	O	O	O	O	O	O	O	O	O	O
Use form to update or change contact information (e.g., name, email address) for non-profit accounts in PostalOne and submit to Pricing Classification & Service Center (PCSC) for review.	O	O	O	O	O	O	O	O	O	O	O	O

Periodicals

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Complete and send permit renewal reminders to customers.	○	○	○	○	○	○	○	○	○	○	○	○
Complete audit of mailpieces to confirm the percentage of advertising meets the criteria to qualify for periodicals.	○	○	○	○	○	○	○	○	○	○	○	○
File periodical documents and paperwork and/or forward to local office for records.	○	○	○	○	○	○	○	○	○	○	○	○
Respond to walk-in questions regarding periodicals or permits from customers referred from window clerks.	○	○	○	○	○	○	○	○	○	○	○	○
Review postage statements and enter information into frequency log to document the publication number, date, weight, and number of pieces.	○	○	○	○	○	○	○	○	○	○	○	○

Permits

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Review statements of ownership completed by customers to ensure compliance with mailing frequency otherwise revoke permit.	○	○	○	○	○	○	○	○	○	○	○	○

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Review statements of ownership completed by customers to ensure mailing frequency is in compliance with permit requirements.	O	O	O	O	O	O	O	O	O	O	O	O
File records for permit documentation including a 3615 and/or forward to local office for retention (e.g., IRS letter, articles of incorporation, sample of mailing).	O	O	O	O	O	O	O	O	O	O	O	O
Log/file approved refund records.	O	O	O	O	O	O	O	O	O	O	O	O
Validate and process customer applications for Bulk Mail permits using PostalOne including sending a welcome email, verifying customer information and fees are paid, and sufficient funds are available in account to pay for mailing to issue the permit.	O	O	O	O	O	O	O	O	O	O	O	O

Pieceweight

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Calculate total piece count using pieceweight and total mailing weight.	O	O	O	O	O	O	O	O	O	O	O	O
Determine the pieceweight of mail by weighing a sample of minimum 10 pieces of mail on a scale to calculate piece count.	O	O	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequency	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Estimate total mailpiece container weight by weighing a sample of mailpiece containers from customer mailing.	O	O	O	O	O	O	O	O	O	O	O	O

References

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Lookup addresses for Every Door Direct Mail (EDDM) customers using usps.com and entering the facility name and zip code.	O	O	O	O	O	O	O	O	O	O	O	O
Lookup information in multiple sources (e.g., Postal Explorer, DMM, IMM) to determine mail type, pricing, and mail size.	O	O	O	O	O	O	O	O	O	O	O	O
Use BMA webpage including job aides, tools, reference documents to identify information, resolve questions and concerns.	O	O	O	O	O	O	O	O	O	O	O	O
Use Fast to verify if the zip codes listed on bundles is accurate for manual pre-sort orders.	O	O	O	O	O	O	O	O	O	O	O	O

Reports

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Run End of Day reports to verify completed/released jobs and account for non-completed jobs.	O	O	O	O	O	O	O	O	O	O	O	O
Verify and ensure accuracy of Certificate of Mailing for customers to confirm USPS released mail.	O	O	O	O	O	O	O	O	O	O	O	O

Sampling

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Create a sample plan using sampling randomizer tool to randomly generate a list of mail containers to sample.	O	O	O	O	O	O	O	O	O	O	O	O
Scan mailpieces and containers using a handheld scanner to record mailpiece data.	O	O	O	O	O	O	O	O	O	O	O	O
Use sample matrix to select mail containers for pre-sort verification.	O	O	O	O	O	O	O	O	O	O	O	O

Scorecards

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Check Mailing Scorecard for full-service and seamless mailers to view mailer performance (e.g., number of mailpieces, number of errors, error type) and verify assessed fees from errors.	O	O	O	O	O	O	O	O	O	O	O	
Complete Mail Quality Review Survey using the Mailer Scorecard for full-service and seamless mailers on PostalOne to validate USPS communicates scorecard with mailers.	O	O	O	O	O	O	O	O	O	O	O	O
Send Mail Quality Review to mailers showing mailpiece processing errors (e.g., undocumented pieces, barcode errors) to notify of status and potential fees based on threshold requirements.	O	O	O	O	O	O	O	O	O	O	O	O

Service Requests

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No

Task	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Create service request after customer interactions (e.g., calls, emails, walk-ins) using contact information, including a summary of the action.	O	O	O	O	O	O	O	O	O	O	O	O
Create service request using system (e.g., c360) to identify the customer account/contact information, summary, service request description and supporting documentation, service request origin, department, category and subcategory, service request number and closing with closing notes.	O	O	O			O	O	O	O	O	O	O
Monitor email queues and respond to service requests or required action.	O	O	O	O	O	O	O	O	O	O	O	O
Use c360 to send correspondence via email throughout service request to maintain communication with customer and summarize request updates.	O	O	O	O	O	O	O	O	O	O	O	O

Staging

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

Task	Frequency					Importance					Remote	
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No
Stage cleared mail to appropriate locations using pallet jacks.	O	O	O	O	O	O	O	O	O	O	O	O
Use the band machine to rebind containers or trays after completing mail verification checks.	O	O	O	O	O	O	O	O	O	O	O	O

Knowledge, Skills and Abilities Instructions

	Frequency				Importance				Remote
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical	Yes	No

KNOWLEDGE, SKILLS and ABILITIES RATINGS

This section of the questionnaire lists the knowledge, skills and abilities (KSAs) that may be required to successfully perform your job. For each of the following items, rate the **IMPORTANCE** of the KSA for successful job performance, whether the KSA is **NEEDED AT ENTRY**, or upon appointment to the job, and how well the KSA can provide **DISTINGUISHING VALUE** for employee performance.

Instructions: Use the scales below to rate the KSAs. Be sure to provide all three ratings for every KSA. The scales will also be visible when hovering over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
Not Important - This KSA is not important to successful performance.
Minor Importance - This KSA is of minor importance to successful job performance.
Important - This KSA is important to successful performance.
Critical - This KSA is essential to the job and is critically important to successful performance.

NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
No - Successful job performance does not require proficiency in this KSA prior to entry. Competence in this area must be developed over time through training or experience on the job.
Yes - Successful job performance requires this KSA prior to entry. Competence in this area is difficult to acquire, and job demands require this KSA soon after hire (for example, in the first week or so).

DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?
Not at all – Having more of this KSA does not lead to better job performance.
Moderately – Having more of this KSA leads to moderately better job performance. For example, an employee may need to have working knowledge of national and local union agreements to gather information needed for grievance processes. However, having more knowledge of union agreements doesn't help the employee to gather needed information more accurately or quickly.
Considerably – Having more of this KSA leads to considerably better job performance. For example, having more knowledge of national and local union agreements may enable a supervisor to have more positive relationships with craft employees and union representatives resulting in significantly fewer grievances.

KSA Ratings MCC

Communication

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to communicate orally and in writing sufficient to express ideas or facts clearly and logically when answering questions, giving instructions or explaining postal regulations and procedures.	O	O	O	O	O	O	O	O	O
Ability to communicate with colleagues to research and clarify product and service information.	O	O	O	O	O	O	O	O	O
Ability to communicate with customers sufficient to assess mailing needs, explain terminology, provide guidance regarding USPS regulations, and process transactions.	O	O	O	O	O	O	O	O	O
Ability to follow instructions, either oral or written, (e.g., job aids, directions included in forms, manuals) sufficient to apply relevant information based on specific programs.	O	O	O	O	O	O	O	O	O
Ability to work with others including interacting tactfully and respectfully to resolve complaints, problems and difficult customers.	O	O	O	O	O	O	O	O	O

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to work with people sufficient to provide customer service to customers and coworkers, including responding to complaints, troubleshooting and resolving problems, and exercising courtesy.	O	O	O	O	O	O	O	O	O
Knowledge of customer-facing systems (e.g., PostalOne, Business Customer Gateway) to provide direction to customers to look up account information and access electronic services.	O	O	O	O	O	O	O	O	O

Critical Thinking

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance			Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to identify and analyze problems, including gathering necessary information and resources, evaluating and summarizing the information, and arriving at an appropriate recommendation or course of action to address customer needs.	O	O	O	O	O	O	O	O	O
Ability to perform basic mathematical computations using a calculator including addition, subtraction, multiplication and division with whole numbers, fractions, percentages, and decimals.	O	O	O	O	O	O	O	O	O
Ability to work without immediate, on-site supervision.	O	O	O	O	O	O	O	O	O

	Importance			Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Critical	Not at All	Moderately	Considerably	

Ability to safely perform the duties common to the position.
○ ○ ○ ○ ○ ○

Mail Verification

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to compare information sufficient to verify mailpiece information and check customer information.	○	○	○	○	○	○	○	○	○
Ability to measure and weigh mailpieces to determine the mail category (e.g., flat, letter, machinable) and postage rate.	○	○	○	○	○	○	○	○	○
Ability to perform basic mathematical computations such as addition, subtraction, multiplication and division with whole numbers, fractions and decimals to calculate mailpiece volume and weight.	○	○	○	○	○	○	○	○	○
Ability to scan mailpieces and container labels using handheld scanner.	○	○	○	○	○	○	○	○	○
Ability to visually inspect mailpieces for consistency, accuracy, and completeness of mail characteristics.	○	○	○	○	○	○	○	○	○

	Importance			Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Knowledge of mailpiece characteristics (e.g., addresses, zip codes, barcodes) and mailing requirements sufficient to determine mail type and rate based on the mailpiece and pieceweight.	○	○	○	○	○	○	○	○	○

Physical Abilities

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?

NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?

DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance			Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to lift mail containers (e.g., sacks, trays) up to 70 lbs.	○	○	○	○	○	○	○	○	○
Ability to obtain and maintain a driver's license.	○	○	○	○	○	○	○	○	○
Ability to push wheeled carts and pallet jacks.	○	○	○	○	○	○	○	○	○

Products & Services

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?

NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?

DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Knowledge of bulk mail entry processes and procedures for account types and permits sufficient to identify root causes of customer problems.	O	O	O	O	O	O	O	O	O
Knowledge of forms and applications needed for each type of product or service (e.g., non-profit, periodicals).	O	O	O	O	O	O	O	O	O
Knowledge of Mailer Scorecard including typical errors sufficient to respond to basic customer questions (e.g., how to request account review and pay an assessment).	O	O	O	O	O	O	O	O	O
Knowledge of mailpiece classification (e.g., First-class, marketing mail, non-profit, periodicals, packages services) sufficient to provide direction and guidance to customers.	O	O	O	O	O	O	O	O	O
Knowledge of physical mailpiece characteristics and typical errors (e.g., intelligent mail barcode errors) sufficient to respond to customer questions.	O	O	O	O	O	O	O	O	O
Knowledge of products and services including permits, pre-canceled, nonprofit, periodicals, and other mail types.	O	O	O	O	O	O	O	O	O
Knowledge of USPS policies and standards as defined in the Domestic Mail Manual and the International Mail Manual, Publication 52, sufficient to inform decisions regarding permits, customer accounts, and products and services.	O	O	O	O	O	O	O	O	O

References

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to identify and analyze customer problems, including gathering necessary information and resources, evaluating and summarizing the information, and arriving at an appropriate recommendation or course of action.	O	O	O	O	O	O	O	O	O
Ability to research information using multiple resources (e.g., PostalExplorer, Job Aids, PostalPro, Domestic Mail Manual, International Mail Manual) to identify mail requirements and services.	O	O	O	O	O	O	O	O	O
Ability to use usps.com to lookup addresses and zip codes to resolve customer questions regarding EDDM (Every Door Direct Mail) locations.	O	O	O	O	O	O	O	O	O
Knowledge of USPS policy as defined in the Domestic Mail Manual (DMM) and International Mail Manual (IMM).	O	O	O	O	O	O	O	O	O

Systems & References & Tools

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value	
	Not important	Minor Importance	Important	Critical	No	Yes	Not at All / Moderately	Considerably
Ability to adapt to ongoing changes to policies, systems, tools, and technology.	O	O	O	O	O	O	O	O
Ability to research information using multiple sources (e.g., Domestic Mail Manual [DMM], International Mail Manual [IMM]) and other departments to identify mailing requirements and pricing for each mail type (e.g., letters, flats, periodicals).	O	O	O	O	O	O	O	O
Ability to use computer applications, software, and systems (e.g., PostalOne, Genesys, c360) to create and send correspondence, enter data, provide customer service and lookup information.	O	O	O	O	O	O	O	O
Knowledge of systems (e.g., PostalOne, c360) sufficient to lookup customer account information in response to questions from customers.	O	O	O	O	O	O	O	O

Systems & Tools

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?

NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?

DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to be flexible as needed to adapt quickly to changing conditions or priorities.	O	O	O	O	O	O	O	O	O

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to perform data entry into systems of record.	◯	◯	◯	◯	◯	◯	◯	◯	◯
Ability to use computers to process transactions and complete/print Postal forms/worksheets.	◯	◯	◯	◯	◯	◯	◯	◯	◯
Ability to use Microsoft Office Suite (e.g., Outlook) to send correspondence.	◯	◯	◯	◯	◯	◯	◯	◯	◯
Ability to use weight scales sufficient to weight mail to complete mail verification.	◯	◯	◯	◯	◯	◯	◯	◯	◯
Knowledge of postal systems to input and process electronic or hardcopy postage statements.	◯	◯	◯	◯	◯	◯	◯	◯	◯
Knowledge of Self Service Terminal (SST) and Business Customer Gateway to provide guidance to customers to process postage statements.	◯	◯	◯	◯	◯	◯	◯	◯	◯

Training

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to provide guidance and direction to internal and external customers on how to use customer-facing systems (e.g., Business Customer Gateway).	◯	◯	◯	◯	◯	◯	◯	◯	◯

	Importance			Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably

Ability to provide guidance, coaching, and assistance to internal and external stakeholders on workflow manuals, job aids, policies, processes, systems, and tools.

Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
O	O	O	O	O	O	O	O	O

Equipment, Tools & Technology

Equipment, Tools & Technology

Equipment, Tools & Technology

This section of the questionnaire lists systems and technologies you may use to perform your job. For each of the following items, rate the **FREQUENCY** you use the system or technology.

FREQUENCY: How often do you use the system or technology while performing your job? Rate each item using the following scale:

Not Used - I do not use this system or technology in my job.
Infrequently - I use this system or technology no more than once a month.
Somewhat Frequently - I use this system or technology no more than once a week.
Frequently - I use this system or technology several times a week, but no more than once a day.
Very Frequently - I use this system or technology several times each day.

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Account Management System (AMS)	O	O	O	O	O
Address Matching Engine Web	O	O	O	O	O

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
BCG Kiosk (pilot project related)	○	○	○	○	○
BMA Webpages, Newsletter, Advisory, Industry Alerts	○	○	○	○	○
BMA Workflows	○	○	○	○	○
Business Customer Gateway (BCG)	○	○	○	○	○
C360	○	○	○	○	○
Calibration Weights	○	○	○	○	○
Change of Address	○	○	○	○	○
Click n Ship (Business Pro)	○	○	○	○	○

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Computer (Desktop/Laptop)	○	○	○	○	○
Customer Labeling & Distribution System (CLDS)	○	○	○	○	○
Customer Support Rulings	○	○	○	○	○
eAdmin	○	○	○	○	○
EDW/Mailer Scorecard	○	○	○	○	○
Electronic Marketing Reporting System (EMRS)	○	○	○	○	○

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Enterprise Data Warehouse (EDW)	O	O	O	O	O
Enterprise Imaging Workflow System (eIWS)	O	O	O	O	O
Enterprise Payment System (EPS)	O	O	O	O	O
Enterprise Verification System (EVS)	O	O	O	O	O

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequency	Very Frequency
ePost Office Box Online (ePobol)	O	O	O	O	O
eRegistration	O	O	O	O	O
Every Door Direct Mail (EDDM) Tool	O	O	O	O	O
Facilities Database	O	O	O	O	O
Facility Access and Shipment Tracking (FAST)	O	O	O	O	O
Genesys	O	O	O	O	O
Handheld scanners (e.g., Zebra, IMD)	O	O	O	O	O
Industry Alerts	O	O	O	O	O
Informed Visibility (IV)	O	O			O
Intelligent Mail Barcode	O	O	O	O	O

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Intelligent Mail Small Business (IMSB) Tool	O	O	O	O	O
Mail Transport Equipment (MTE)	O	O	O	O	O
Mail Transport Equipment Ordering (MTEOR)	O	O	O	O	O
Microsoft Office Suite (e.g., Outlook, Excel, Word)	O	O	O	O	O
MID CRID Tool (MailerID)	O	O	O	O	O
National Meter Accounting and Tracking System (NMATS)	O	O	O	O	O
OnlineEnrollment	O	O	O	O	O
Package Viewer, WEB APAT	O	O	O	O	O
Pallet Jack (electronic)	O	O	O	O	O
Pallet Jack (manual)	O	O	O	O	O

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Postal Explorer	O	O	O	O	O

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Postal Updates (e.g., Bulletin, Digest)	○	○	○	○	○
PostalExplorer (e.g., IMM, DMM, Customer Support Rulings)	○	○	○	○	○
PostalOne	○	○	○	○	○
PostalPro	○	○	○	○	○
Premium Forwarding Service Commercial	○	○	○	○	○
Price Notice 123	○	○	○	○	○
Product Tracking & Reporting	○	○	○	○	○
Promotions (Informed Delivery Campaign)	○	○	○	○	○
Rubber Stamper (e.g., rotary dater)	○	○	○	○	○

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Scissor Lift	○	○	○	○	○
Self Service Terminal	○	○	○	○	○
Single Package Lookup	○	○	○	○	○
Templates for Verification	○	○	○	○	○
VPN token	○	○	○	○	○

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Weight Scales	○	○	○	○	○
Zipcode Lookup	○	○	○	○	○

Demographic Information

Demographics

Please respond to the following optional demographic items.

Demographic information is used to verify the extent to which the survey respondents are a diverse group, representative of the entire population of employees in these jobs. Demographic data will only be reported in the aggregate.

Age range:

18 - 24 years old

25 - 34 years old

35 - 44 years old

45 - 54 years old

55 - 64 years old

Over 65 years old

Gender:

Female

Male

Prefer Not to Answer

Are You Hispanic or Latino? (A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.)

Yes

No

Racial Category (Check as many as apply):

Native American or Alaska Native - A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

Asian - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American - A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Other Pacific Islander - A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

White or Caucasian - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

End of Survey

Click the **Next** button below to finish the survey.

Powered by Qualtrics

Bulk Mail Technician (BMT) Survey
Bulk Mail Clerk (BMC) Survey

MobileDeviceRestriction

Mobile Device Restriction

WARNING! You are using a mobile device to complete the job analysis survey.

Close the survey and access it with a laptop or desktop computer.

This survey was designed to be completed on a laptop or desktop computer and should not be completed with a mobile device.

I am disregarding the instructions

Introduction

Job Analysis Questionnaire

Thank you for your willingness to complete this job analysis questionnaire!

Human Resources is conducting a job analysis of Bulk Mail jobs. Your participation in this analysis is crucial to determine the most relevant characteristics of your job and supporting updates to your job description,

selection processes, and training.

The questionnaire is divided into five sections:

- Background information about you and your job
- Job Tasks
- Knowledge, Skills, and Abilities (KSAs)
- Equipment, Tools, and Technologies
- Respondent Demographics

Please be aware that all responses are confidential and collected data will only be reported in aggregate form. Participation in this questionnaire is voluntary, and no individual responses will be identified from this survey. Please respond to all statements by following the instructions for each section and indicating the response that best reflects your opinion. It is important that you complete each section of the survey, as incomplete surveys cannot be used in this process.

The questionnaire will take approximately 90 minutes to complete; it will be open through [close date]. Please attempt to complete the survey in one session. If you are unable to complete the survey in a single session, you may use the same link to resume the survey. Upon returning, the link will enable you to continue where you left off.

If you have any questions about the survey content or process, email HR Survey Support.

Click Next to begin.

Background Information

Background Information

Please answer the following questions about yourself and your job. This information is used to verify that the people responding to this survey are knowledgeable about the jobs being studied.

What is your current job title ("Form 50" position)?

Bulk Mail Technician (BMT)

Bulk Mail Clerk (BMC)

To which tour are you currently assigned?

Tour 1

Tour 2

Tour 3

Length of time in current job ("Form 50" position):

Less than 6 months

6 - 11 months

1 - 5 years

6 - 10 years

11 - 15 years

16 - 20 years

Over 20 years

Length of time at the Postal Service:

Less than 6 months

6 - 11 months

1 - 5 years

6 - 10 years

11 - 15 years

16 - 20 years

Over 20 years

Approximately how many hours a week do you work?

What is the highest level of education you have completed or the highest degree you have received?

Less than high school degree

High school graduate (high school diploma or equivalent including GED)

Some college but no degree

Associate's degree (2-year college program)

Bachelor's degree (4-year college program)

Master's degree

Doctoral degree
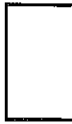
Location Demographics

What is your BMT/BRC area?

Cap Metro

Eastern

Great Lakes

Northeast

Pacific

Southern

Western

Please identify the option that best describes the facility you work at on a regular basis:

Co-Located BME Unit

BME Unit at an Associate Office

BME Unit at an International Service Center
Stand Alone BME Unit

Task Statement Instructions

TASK RATINGS

This section of the questionnaire lists tasks you may perform. For each of the following items, rate the **FREQUENCY** you perform the task and the **IMPORTANCE** of the task for successful job performance. If you do not perform a task yourself, select "Not performed" for both ratings.

Instructions: Use the scales below to rate the tasks. Be sure to provide both ratings for every task.

FREQUENCY: How often do you perform this task?
Not performed - I do not perform this task.
Infrequently - I perform this task no more than once a month.
Somewhat Frequently - I perform this task no more than once a week.
Frequently - I perform this task several times a week, but no more than once a day.
Very Frequently - I perform this task several times each day.

IMPORTANCE: How important is this task for successfully performing your job?
Not performed - I do not perform this task.
Not important - This task is not important to my job. Failure to successfully perform this task typically has no consequence.
Minor Importance - This task is of minor importance to my job. Failure to successfully perform this task has little or no consequence.
Important - This task is important to my job. Failure to successfully perform this task has some negative consequences.
Critical - This task is one of the most essential tasks of my job. Failure to successfully perform this task has significant negative consequences.

Click on **NEXT** to begin your task ratings.

Task Ratings

Collaboration

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Collaborate with other BMTs for policy questions and to distribute workload.	O	O	O	O	O	O	O	O	O	O

Customer Accounts

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Create/edit customer accounts and permits in PostalOne based on customer need.	O	O	O	O	O	O	O	O	O	O
Accept customer checks to allow front office to deposit funds into account.	O	O	O	O	O	O	O	O	O	O
Complete deposit and fees log for received customer checks, enter check number and information into customer account, print receipt and place check in envelope for processing at window.	O	O	O	O	O	O	O	O	O	O

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Verify window processes checks by checking receipts and PostalOne to ensure funds are available in customer account.	O	O	O	O	O	O	O	O	O	O
Investigate dormant jobs, bad email addresses, and non-use accounts.	O	O	O	O	O	O	O	O	O	O
Use PostalOne to lookup customer account information and identify the Customer Registration Identification Number (CRID).	O	O	O	O	O	O	O	O	O	O
Send customer application for nonprofit to the Pricing, Classification, and Service Center.	O	O	O	O	O	O	O	O	O	O

DMU

Please rate each task statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?
REMOTE: Can this task be performed remotely?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Travel to Detached Mail Units to complete statements or conduct sampling of mailers' mail.	O	O	O	O	O	O	O	O	O	O
Enter mailing information in logbooks to track orders by mailer and by truck driver.	O	O	O	O	O	O	O	O	O	O

EPS

	Frequency					Importance			
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Complete and attach mail release placard and revenue protection placard to mail transport equipment before releasing mail to truck driver.	○	○	○	○	○	○	○	○	○	○
Monitor loading of mail to be transported from the Detached Mail Unit (DMU) to ensure safe loading of APCs on truck.	○	○	○	○	○	○	○	○	○	○

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

Guidance

	Frequency					Importance			
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Complete requests for refund and submit to supervisor for approval.	○	○	○	○	○	○	○	○	○	○

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Provide guidance to customers in using the Business Customer Gateway to manage and lookup account information.	O	O	O	O	O	O	O	O	O	O
Refer customers to retail counter, Business Customer Gateway (BCG), and Electronic Payment System (EPS) to submit payment for accounts.	O	O	O	O	O	O	O	O	O	O
Provide guidance to coworkers on how to input information from customer statements into PostalOne.	O	O	O	O	O	O	O	O	O	O
Respond to customer calls and emails to answer questions, provide guidance, or refer to retail number using landline phone.	O	O	O	O	O	O	O	O	O	O

Hardcopy Orders

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Accept hardcopy mailing order form (e.g., PS form 3541) from customer for acceptance and processing of mail.	O	O	O	O	O	O	O	O	O	O
Enter hardcopy order information into PostalOne including processing information (e.g., is it machinable) and postage.	O	O	O	O	O	O	O	O	O	O

Mail Verification

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Reference workflow and job aids to complete mail verification and process the postage statement.	O	O	O	O	O	O	O	O	O	O
Enter acceptance data using postage statement and complete mail verification checks before releasing mail into the system.	O	O	O	O	O	O	O	O	O	O
Conduct sampling prompted by PostalOne by weighing mailpieces on a scale to calculate piece count.	O	O	O	O	O	O	O	O	O	O
Conduct mail verification prompted by PostalOne to verify information on mailpieces (e.g., barcode, weight, sort, mail processing category, and zip code).	O	O	O	O	O	O	O	O	O	O
Enter the amount of errors found in verification of mailpieces in PostalOne.	O	O	O	O	O	O	O	O	O	O
Accept postage statements by entering information (e.g., Postage Statement ID) from printed copy or electronic postage statements into PostalOne to process order.	O	O	O	O	O	O	O	O	O	O
Discard printed copy customer mailing statement after inputting into PostalOne.	O	O	O	O	O	O	O	O	O	O

Please rate each task statement. Be sure to provide two ratings for every task.

Mail Verification

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Print Mail Released Placard after finalizing postage statement in PostalOne.	O	O	O	O	O	O	O	O	O	O
Print confirmation page for seamless mailers' electronic postage statement after statement is finalized into PostalOne for record-keeping.	O	O	O	O	O	O	O	O	O	O
Attach Mail Released Placard to mail (e.g., trays, containers, pallet) to allow Mail Handlers to move the mail for processing.	O	O	O	O	O	O	O	O	O	O
Verify information (e.g., zip code, postage) on postage statement matches the tray/container and mailpieces in the job.	O	O	O	O	O	O	O	O	O	O
Refer mail to supervisor due to verification failure (e.g., permits, barcodes, labels) and contact customer for corrective action.	O	O	O	O	O	O	O	O	O	O
Complete Plant-Verified Drop Shipment by verifying, signing, dating, and stamping forms to show receipt of payment to other Post Offices.	O	O	O	O	O	O	O	O	O	O
Complete mail verification check using Performance Based Verification (PBV) in PostalOne including entering order information, pieceweight calculations, mailpiece inspections, mail type and rate, permits, carrier routes, and labels.	O	O	O	O	O	O	O	O	O	O

Mail Verification

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Accept mail and communicate updates and information with customer.	O	O	O	O	O	O	O	O	O	O
Conduct verification on staged mail unloaded on the dock by customer to confirm that pallets or trays have required labels.	O	O	O	O	O	O	O	O	O	O
Conduct verification on staged mail unloaded on the dock by customer to verify if the mailpiece label matches the tray/pallet label.	O	O	O	O	O	O	O	O	O	O
Determine if a mailpiece is machinable to identify and verify the postage rate based on dimensions of mailpiece.	O	O	O	O	O	O	O	O	O	O
Review mailpiece to determine non-profit eligibility.	O	O	O	O	O	O	O	O	O	O
Check non-profit mail to confirm if mailing requirements are met to qualify for non-profit rates.	O	O	O	O	O	O	O	O	O	O
Conduct a bundle verification by visually inspecting the bundles for correct placement of addresses, barcodes, bundling security, and labeling.	O	O	O	O	O	O	O	O	O	O

Mail Verification

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Visually inspect containers (i.e., sacks, trays, pallets) for safety concerns (e.g., is the mail stable, safe height, safe for transportation).	O	O	O	O	O	O	O	O	O	O
Determine if customer account has sufficient funds and fees are paid before finalizing postage statement and initiating mail release.	O	O	O	O	O	O	O	O	O	O
Hold mail and log errors if there are discrepancies (e.g., pricing errors) with the postage statement and contact the customer to resolve prior to releasing mail.	O	O	O	O	O	O	O	O	O	O
Complete mail verification/scans for mailings processed and accepted at the BMEU.	O	O	O	O	O	O	O	O	O	O
Monitor the non-profit authorization activity report in PostalOne message center.	O	O	O	O	O	O	O	O	O	O
File periodical order documents and paperwork.	O	O	O	O	O	O	O	O	O	O
Review statements of ownership completed by customers to ensure compliance with mailing frequency otherwise revoke permit.	O	O	O	O	O	O	O	O	O	O

Manifests

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Conduct quality assurance checks by reviewing batched and itemized manifest and scanning and weighing mailpieces.	○	○	○	○	○	○	○	○	○	○
Use scanner for EVS (electronic verification system) to track mailpieces against a customer manifest and log on sheet.	○	○	○	○	○	○	○	○	○	○

Pieceweight

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Calculate total piece count using pieceweight and total mailing weight.	○	○	○	○	○	○	○	○	○	○
Estimate total mailpiece container weight by weighing a sample of mailpiece containers from customer mailing.	○	○	○	○	○	○	○	○	○	○
Determine the pieceweight of mail by weighing a sample of minimum 10 pieces of mail on a scale to calculate piece count.	○	○	○	○	○	○	○	○	○	○

References

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Lookup information in multiple sources (e.g., Postal Explorer, DMM, IMM) to determine mail type, pricing, and mail size.	O	O	O	O	O	O	O	O	O	O
Lookup addresses for Every Door Direct Mail (EDDM) customers using usps.com and entering the facility name and zip code.	O	O	O	O	O	O	O	O	O	O
Use Fast to verify if the zip codes listed on bundles is accurate for manual pre-sort orders.	O	O	O	O	O	O	O	O	O	O
Use BMA webpage including job aides, tools, reference documents to identify information, resolve questions and concerns.	O	O	O	O	O	O	O	O	O	O

Reports

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Run End of Day reports to verify completed/released jobs and account for non-completed jobs.	O	O	O	O	O	O	O	O	O	O

Verify and ensure accuracy of Certificate of Mailing for customers to confirm USPS released mail.

	Frequency				Importance			
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
	○	○	○	○	○	○	○	○	○

Sampling

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Use sample matrix to select mail containers for pre-sort verification.	○	○	○	○	○	○	○	○	○	○
Create a sample plan using sampling randomizer tool to randomly generate a list of mail containers to sample.	○	○	○	○	○	○	○	○	○	○
Scan mailpieces and containers using a handheld scanner to record mailpiece data.	○	○	○	○	○	○	○	○	○	○

Scorecards

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Check Mailing Scorecard for full-service and seamless mailers to view mailer performance (e.g., number of errors, error type) and verify assessed fees from errors.	O	O	O	O	O	O	O	O	O	O
Complete Mail Quality Review Survey using the Mailer Scorecard for full-service and seamless mailers on PostalOne to validate USPS communicates scorecard with mailers.	O	O	O	O	O	O	O	O	O	O
Send Mail Quality Review to mailers showing mailpiece processing errors (e.g., undocumented pieces, barcode errors) to notify of status and potential fees based on threshold requirements.	O	O	O	O	O	O	O	O	O	O

Staging

Please rate each task statement. Be sure to provide two ratings for every task. The scales are visible when hovering your mouse over each rating label.

FREQUENCY: How often do you perform this task?
IMPORTANCE: How important is this task for successfully performing your job?

	Frequency					Importance				
	Not Performed	Infrequently	Somewhat Frequently	Frequently	Very Frequently	Not Performed	Not Important	Minor Importance	Important	Critical
Stage cleared mail to appropriate locations using pallet jacks.	O	O	O	O	O	O	O	O	O	O
Use the band machine to rebind containers or trays after completing mail verification checks.	O	O	O	O	O	O	O	O	O	O

KNOWLEDGE, SKILLS and ABILITIES RATINGS

This section of the questionnaire lists the knowledge, skills and abilities (KSAs) that may be required to successfully perform your job. For each of the following items, rate the **IMPORTANCE** of the KSA for successful job performance, whether the KSA is **NEEDED AT ENTRY**, or upon appointment to the job, and how well the KSA can provide **DISTINGUISHING VALUE** for employee performance.

Instructions: Use the scales below to rate the KSAs. Be sure to provide all three ratings for every KSA. The scales will also be visible when hovering over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?

Not Important - This KSA is not important to successful performance.

Minor Importance - This KSA is of minor importance to successful job performance.

Important - This KSA is important to successful performance.

Critical - This KSA is essential to the job and is critically important to successful performance.

NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?

No - Successful job performance does not require proficiency in this KSA prior to entry. Competence in this area must be developed over time through training or experience on the job.

Yes - Successful job performance requires this KSA prior to entry. Competence in this area is difficult to acquire, and job demands require this KSA soon after hire (for example, in the first week or so).

DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

Not at all – Having more of this KSA does not lead to better job performance.

Moderately – Having more of this KSA leads to moderately better job performance. For example, an employee may need to have working knowledge of national and local union agreements to gather information needed for grievance processes. However, having more knowledge of union agreements doesn't help the employee to gather needed information more accurately or quickly.

Considerably – Having more of this KSA leads to considerably better job performance. For example, having more knowledge of national and local union agreements may enable a supervisor to have more positive relationships with craft employees and union representatives resulting in significantly fewer grievances.

KSA Ratings

Communication

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to communicate with customers sufficient to assess mailing needs, explain terminology, provide guidance regarding USPS regulations, and process transactions.	○	○	○	○	○	○	○	○	○
Ability to communicate orally and in writing sufficient to express ideas or facts clearly and logically when answering questions, giving instructions or explaining postal regulations and procedures.	○	○	○	○	○	○	○	○	○
Ability to work with others including interacting tactfully and respectfully to resolve complaints, problems and difficult customers.	○	○	○	○	○	○	○	○	○
Ability to follow instructions, either oral or written such as forms or manuals, and applying relevant information.	○	○	○	○	○	○	○	○	○

Integrity

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance			Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important				
Ability to work without immediate, on-site supervision.	O	O	O				
Ability to safely perform the duties common to the position.	O	O	O				

Mail Verification

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?

NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?

DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance			Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to compare information sufficient to verify mailpiece information and check customer information.	O	O	O	O	O	O	O	O	O
Ability to perform basic mathematical computations such as addition, subtraction, multiplication and division with whole numbers, fractions and decimals to calculate mailpiece volume and weight.	O	O	O	O	O	O	O	O	O
Ability to measure and weigh mailpieces to determine the mail category (e.g., flat, letter, machinable) and postage rate.	O	O	O	O	O	O	O	O	O

	Importance				Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Knowledge of mailpiece characteristics (e.g., addresses, zip codes, barcodes) and mailing requirements sufficient to determine mail type and rate based on the mailpiece and pieceweight.	○	○	○	○	○	○	○	○	○
Ability to scan mailpieces and container labels using handheld scanner.	○	○	○	○	○	○	○	○	○
Ability to visually inspect mailpieces for consistency, accuracy, and completeness of mail characteristics.	○	○	○	○	○	○	○	○	○

Physical Abilities

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance				Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to push wheeled carts and pallet jacks.	○	○	○	○	○	○	○	○	○
Ability to lift mail containers (e.g., sacks, trays) up to 70 lbs.	○	○	○	○	○	○	○	○	○
Ability to obtain and maintain a driver's license.	○	○	○	○	○	○	○	○	○

Products & Services

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance			Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Knowledge of products and services including permits, pre-canceled, nonprofit, periodicals, and other mail types.	O	O	O	O	O	O	O	O

References

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

	Importance			Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to research information using multiple resources (e.g., PostalExplorer, Job Aids, PostalPro, Domestic Mail Manual, International Mail Manual) to identify mail requirements and services.	O	O	O	O	O	O	O	O
Knowledge of USPS policy as defined in the Domestic Mail Manual (DMM) and International Mail Manual (IMM).	O	O	O	O	O	O	O	O

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to use usps.com to lookup addresses and zip codes to resolve customer questions regarding EDDM (Every Door Direct Mail) locations.	O	O	O	O	O	O	O	O	O
Ability to identify and analyze customer problems, including gathering necessary information and resources, evaluating and summarizing the information, and arriving at an appropriate recommendation or course of action.	O	O	O	O	O	O	O	O	O

Please rate each KSA statement. Be sure to provide three ratings for every task. The scales are visible when hovering your mouse over each rating label.

IMPORTANCE: To what extent does proficiency with the KSA contribute to the primary objectives of the job?
NEEDED AT ENTRY: Is this KSA required before being hired, or can it be learned on the job?
DISTINGUISHING VALUE: How well does this KSA help to distinguish between acceptable and superior performance on the job? That is, how much better do employees perform when they have more of this KSA than those who have less of this KSA?

Systems & References & Tools

	Importance				Needed at Entry		Distinguishing Value		
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to use computers to process transactions and complete/print Postal forms/worksheets.	O	O	O	O	O	O	O	O	O
Ability to use Microsoft Office Suite (e.g., Outlook) to send correspondence.	O	O	O	O	O	O	O	O	O
Knowledge of postal systems to input and process electronic or hardcopy postage statements.	O	O	O	O	O	O	O	O	O
Ability to perform data entry into systems of record.	O	O	O	O	O	O	O	O	O

Equipment, Tools & Technology

Equipment, Tools & Technology

This section of the questionnaire lists systems and technologies you may use to perform your job. For each of the following items, rate the **FREQUENCY** you use the system or technology.

FREQUENCY: How often do you use the system or technology while performing your job? Rate each item using the following scale:

Not Used - I do not use this system or technology in my job.
Infrequently - I use this system or technology no more than once a month.
Somewhat Frequently - I use this system or technology no more than once a week.
Frequently - I use this system or technology several times a week, but no more than once a day.
Very Frequently - I use this system or technology several times each day.

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Importance				Needed at Entry		Distinguishing Value	
	Not Important	Minor Importance	Important	Critical	No	Yes	Not at All	Moderately	Considerably
Ability to be flexible as needed to adapt quickly to changing conditions or priorities.	O	O	O	O	O	O	O	O	O
Ability to use weight scales sufficient to weight mail to complete mail verification.	O	O	O	O	O	O	O	O	O
Knowledge of Self Service Terminal (SST) and Business Customer Gateway to provide guidance to customers to process postage statements.	O	O	O	O	O	O	O	O	O

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Account Management System (AMS)	○	○	○	○	○
Address Matching Engine Web	○	○	○	○	○
BCG Kiosk (pilot project related)	○	○	○	○	○
BMA Webpages, Newsletter, Advisory, Industry Alerts	○	○	○	○	○
BMA Workflows	○	○	○	○	○
Business Customer Gateway (BCG)	○	○	○	○	○
C360	○	○	○	○	○
Calibration Weights	○	○	○	○	○
Change of Address	○	○	○	○	○
Click n Ship (Business Pro)	○	○	○	○	○

For each of the following items, rate the **FREQUENCY** you use the system or technology. The scales are visible when hovering your mouse over each rating label.

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Computer (Desktop/Laptop)	○	○	○	○	○
Customer Labeling & Distribution System (CLDS)	○	○	○	○	○
Customer Support Rulings	○	○	○	○	○

	Frequency of Use				
	Not Used	Infrequently	Somewhat Frequently	Frequently	Very Frequently
Scissor Lift	○	○	○	○	○
Self Service Terminal	○	○	○	○	○
Single Package Lookup	○	○	○	○	○
Templates for Verification	○	○	○	○	○
VPN token	○	○	○	○	○
Weight Scales	○	○	○	○	○
Zipcode Lookup	○	○	○	○	○

Demographic Information

Demographics

Please respond to the following optional demographic items.

Demographic information is used to verify the extent to which the survey respondents are a diverse group, representative of the entire population of employees in these jobs. Demographic data will only be reported in the aggregate.

Age range:

18 - 24 years old

25 - 34 years old

35 - 44 years old

45 - 54 years old

55 - 64 years old

Over 65 years old

Gender:

Female

Male

Prefer Not to Answer

Are You Hispanic or Latino? (A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.)

Yes

No

Racial Category (Check as many as apply):

Native American or Alaska Native - A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

Asian - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American - A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Other Pacific Islander - A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

White or Caucasian - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

End of Survey

Click the **Next** button below to finish the survey.

Privacy Act Statement: Your information and individual responses to survey questions will be used to provide the HQ Human Resource Office with decision making information based on your experience in job-related functions and participation in programs. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206 Your participation in the survey is voluntary. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function; to the Equal Employment Opportunity Commission when requested in connection with the investigation of a formal complaint; to the Merit Systems Protection Board or Office of Special Counsel for the purpose of litigation; and records regarding recipients of awards may be disclosed to the news media or the National Safety Council when consistent with the public's right to know. For more information on our privacy policies visit www.usps.com/privacy/policy

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