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JUN 21 2022

LABOR RELATIONS



June 15, 2022

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

Dear Ivan:

The Postal Service is expanding the responsibility of the National Tort Center. The duties related to tort claims that is currently performed by the Delivery Support Specialist (EAS-19) under Retail and Delivery will be shifted to the General Counsel's National Tort Center. The National Tort Center already handles the adjudication of tort claims that are valued at more than \$5,000.

There are no impacts to the employees or staffing under the Retail and Delivery function. The job description for the Delivery Support Specialist has been revised to remove tort claim duties and is provided for your review.

The transition of this work will occur in phases and is included among the attachment. Also provided is a summary of the changes and information on the new positions that will be established at the National Tort Center under the General Counsel.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce A. Nicholson".

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosures

June 14, 2022

OFFICERS

SUBJECT: Transition of Former District Tort Claim Functions to Law Department

As a continuing part of the Postal Service transformation plan, the Retail and Delivery organization and the Law Department will commence Phase I of the transfer of the tort claim functions from Retail and Delivery to the Law Department.

Today the duties related to the management of tort claims fall under the Retail and Delivery organization. This includes reviewing accident investigations, collecting documentation, and resolving claims valued at \$5,000.00 or less along with collection work for damages caused by third parties to Postal property. The transfer of these responsibilities will be to the National Tort Center within the Law Department, that today has responsibility for adjudicating tort claims that are valued at more than \$5,000.00.

As the National Tort Center team is expanded, the following 20 Districts will be included in the Phase I transition.

Atlantic Area	CT, ME-NH-VT, NY1, NY2, MA-RI, NC, VA
Southern Area	FL1, FL2, LA, SC, TN
Central Area	IA-NE-SD, KY-WV, OH2, WI
WestPac Ara	AZ-NM, CA6, NV-UT, WA

Job postings will commence soon and all positions will be competitively posted in eCareer for selection. There are no employee impacts to the district staff or delivery support staff as a result of this transition.

The Retail and Delivery organization will continue to be responsible for the tort claim functions for the 30 districts not included in Phase I. Phase I will run for approximately six months. At the end of Phase 1, progress will be reviewed and readiness for Phase 2 will be assessed. For Phase 2, the National Tort Center staffing will be adjusted to account for the remaining workload and the tort function for the remaining 30 Districts will be transitioned.

Questions regarding this memorandum should be directed to Tony Impronto, HQ Director, Post Office Ops (A), (860) 573-3743 or Wendy Wiedemann Hudson, Chief Counsel, Torts, (314) 345-5828.

E-SIGNED by Thomas J Marshall
on 2022-06-14 14:53:32 CDT

Thomas J. Marshall
General Counsel
and Executive Vice President

E-SIGNED by Joshua D Colin
on 2022-06-14 13:51:55 CDT

Joshua D. Colin, Ph.D.
Chief Retail & Delivery Officer
and Executive Vice President

DELIVERY SUPPORT SPECIALIST (EAS-19)

OCCUPATION CODE: 2310-0070

FUNCTIONAL PURPOSE:

Provides guidance and support to Postmasters and delivery unit managers in the implementation and training of national delivery policies, programs and procedures. Evaluates and reports on delivery and collection operations compliance, and service performance.

DUTIES AND RESPONSIBILITIES:

1. Provides guidance and support for implementation of delivery and collections programs, policies and procedures. Provides training as needed and monitors implementation to ensure adherence to requirements.
2. Conducts statistical operational studies and analyzes service standard performance. Prepares and implements quality improvement test sampling plans, uses operational and performance data to determine requirements for new or modified facilities, equipment, and staffing, evaluates study results and provides operating managers with alternative process solutions to improve quality and service performance. Monitors improvement action plans.
3. Plans, oversees and provides guidance on inspections of delivery, parcel post, collection, and highway contract routes, assembles necessary forms, historical data, and instructs carriers on providing necessary data. Documents and reports on adherence to delivery and collections policies, programs and procedures.
4. Participates in the development, review, and update of computerized sort programs to ensure sort programs reflect updated delivery plans. Supports the preparation of documentation to implement service changes and communicates changes to affected delivery employees.
5. Analyzes and evaluates the level of delivery service provided at stations, post offices, and contract postal units, conducts model unit reviews, and performs staffing performance analyses. Makes recommendations for service improvements and supports the implementation of operations programs for cost reductions and productivity improvements.
6. Develops staffing schedules based on workload data, evaluates requests for overtime scheduling; identifies staffing adjustments as a result of operational changes; and ensures staffing plans comply with national agreements related to job bidding posting, withholding and excess employee procedures.
7. Conducts planning and data gathering for projects involving new routes, motorization studies and cost analyses; and provides operational information through periodic systems reports.
8. Meets with equipment manufacturers, suppliers, and contractors relative to systems installation, operation, and maintenance; determines the work floor layout that maximizes safety and efficiency of mail and equipment flow through the facility.

9. Works with customers and large mailers to coordinate schedules of mail shipments and provides delivery and retail operational information to respond to customer inquiries. Provides mailbox requirement information to customers.

10. Provides budget assistance to local delivery and retail operations managers and develops cost comparative analyses for capital investments.

11. Provides national level of support to nationwide facilities which may include travel and working nights and/or weekends.

SUPERVISION:

Delivery Support Specialist (Team Lead)

SELECTION METHOD:

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

REQUIREMENTS:

1. Ability to analyze and evaluate data and report results.
2. Ability to attend to details sufficient to ensure accuracy and comprehensiveness of work.
3. Ability to work independently and with others; to organize and prioritize work to meet competing demands and successfully accomplish goals.
4. Knowledge of programs, policies and procedures related to delivery and collection operations, including safety, budget and work hours, schemes and routes, and central delivery points.
5. Ability to conduct unit reviews, route inspections, and customer service operations reviews.
6. Ability to implement operational programs and procedures to ensure they meet established specifications.
7. Ability to communicate in writing sufficient to maintain records and prepare reports, and to prepare information related to operational programs.
8. Ability to communicate orally at a level sufficient to give technical guidance and make recommendations, provide training and instruction, and work with customers, contractors, and major mailers.
9. SPECIAL CONDITION: Willingness to travel and work nights and weekends as needed.

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8.

Deleted: Investigates and resolves, or certifies payment within authorized limits, for tort claims filed against the Postal Service. Instructs postal supervisors in vehicle accident investigation techniques and procedures; reviews and assesses the quality of investigations performed and provides training and guidance to individual investigators.

9. Meets with equipment manufacturers, suppliers, and contractors relative to systems installation, operation, and maintenance; determines the work floor layout that maximizes safety and efficiency of mail and equipment flow through the facility.

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Transfer of Work – Tort Claims

June 15, 2022

Transfer Of Work Duties – Summary

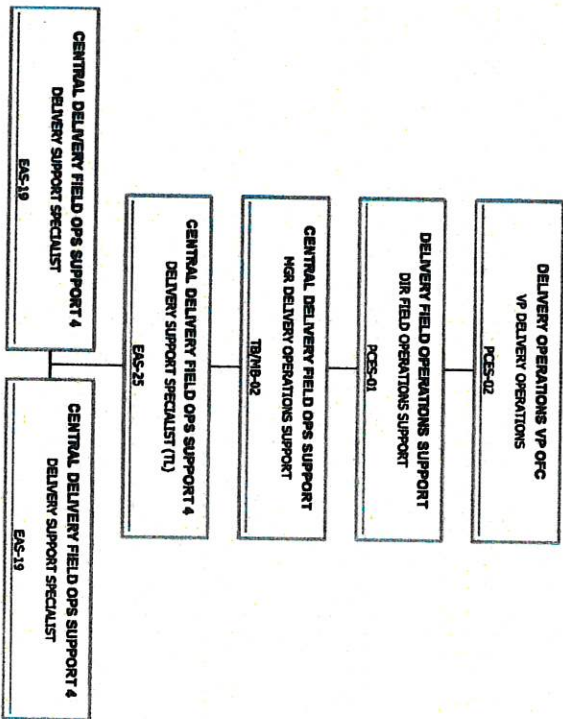
- Responsibilities for the management of tort claims will move from the districts to the General Counsel(GC) Organization. Resources will not be taken from the district structures to support the change; however additional positions will be added to GC.
- The Chief Counsel Torts under GC will be restructured to become more efficient at handling tort claims at all levels
- The intention is to phase the transition of work from Retail and Delivery to General Counsel district by district as the new jobs are filled. Phase 1 would transfer duties from 20 districts. Phase 2 would transition tort claims duties from the remaining districts.

Delivery Fields Operations Support – Current State

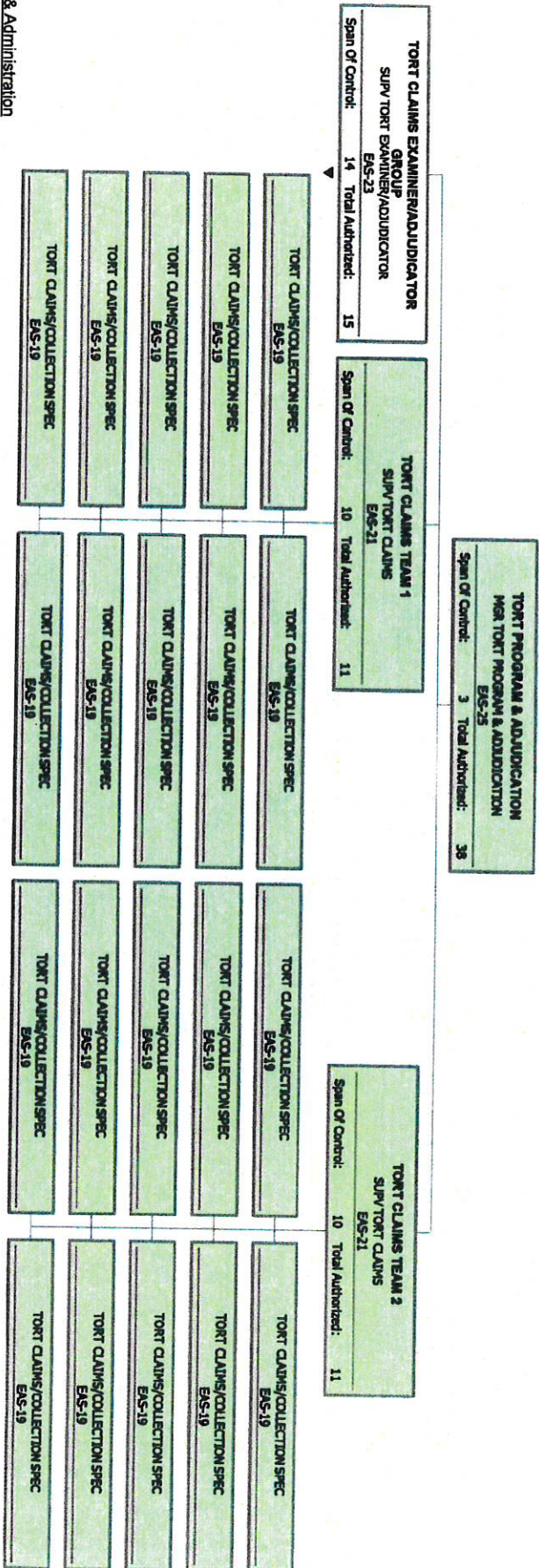
Delivery Support Specialist

- Provides guidance and support to Postmasters and delivery unit managers in the implementation and training of national delivery policies, programs and procedures. Evaluates and reports on delivery and collection operations compliance, and service performance.
- The Delivery Support Specialist EAS-19 job description will be modified to remove verbiage related to claims
- There will be no reduction of Delivery Support Specialist resources or Field staffing

Job Title/Grade	Occ-Code	Count
MGR DELIVERY OPERATIONS SUPPORT V-02	2310-0067	4
DELIVERY SUPPORT SPECIALIST (TL) EAS-25	2310-0064	16
DELIVERY SUPPORT SPECIALIST EAS-19	2310-0070	225



Tort Program & Adjudication - Proposal



- Serves as the point of contact for internal stakeholders on standards for accident investigation, tort claims handling, and the Torts Claim Coordinator (TCC) collection function.
- Develops training for TCCs and TCC Supervisors. Ensures compliance by TCC Supervisors and TCCs of Federal Tort Claims Act statutory requirements, regulations, policies and procedures.
- Oversees the accident investigation program for the assigned geographic territory; coordinates the training of newly assigned supervisors; provides guidance and direction to the employees conducting investigations; and reviews accident investigation case files originating within the assigned geographic territory for completeness, timeliness, accuracy, and adherence to policy and procedure.

New Job Titles/Grades		Count	
MGR TORT PROGRAM & ADJUDICATION EAS-25		1	
SUPV TORT CLAIMS EAS-21		2	New Job/Position
TORT CLAIMS/COLLECTION SPEC EAS-19		20	Existing Job/Position
Total		23	



Districts For Phase I

The following 20 Districts will transition tort claim responsibilities to

Atlantic Area

1. CT
2. ME-NH-VT
3. NY1
4. NY2
5. MA-RI
6. NC
7. VA

Southern Area

12. FL1
13. FL2
14. LA
15. SC
16. TN

Central Area

8. IA-NE-SD
9. KY-WV
10. OH2
11. WI

WestPac Area

17. AZ-NM
18. CA6
19. NV-UT
20. WA

Retail & Delivery will continue to supervise tort function for remaining 30 districts

Key Dates

The following are the target implementation dates.

- The new General Counsel structure will be implemented on June 18th, 2022.
- The transition of duties are slated to begin on June 18th, 2022.
- Communication dates:
 - Joint General Counsel and Retail & Delivery memo will be sent on June 15th, 2022
 - Retail & Delivery will hold townhall on June 15th, 2022
 - General Counsel will host townhall on June 15th, 2022
- The new positions will be posted on Tuesday June 28th, 2022