

LABOR RELATIONS



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OCT 23 2023

October 20, 2023

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

Dear Ivan:

As a matter of general interest, the Postal Service will launch a pilot, *Applicant Tracking System (ATS)*, in November 2023. The ATS Pilot Program is limited for Mail Handler Assistant (MHA) candidates within function 1 at the Denver, Colorado P&DC and NDC Installations.

The *Applicant Tracking System* is intended to enhance our hiring efforts to help meet the needs of our ever-growing workforce. The *ATS* Pilot is in alignment with Delivering for America.

Training will be provided to non-bargaining employees that will utilize the *ATS* during the pilot.

Please find enclosed the drafted PowerPoint Presentations that will be used during the training.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson", with a long, sweeping underline.

Bruce A. Nicholson
Director
Labor Relations Policies and Programs

Enclosures

Applicant Tracking System (ATS) & Hiring Process Changes

External Hiring HRSSC Pilot Training

October 30, 2023

Learning Objectives

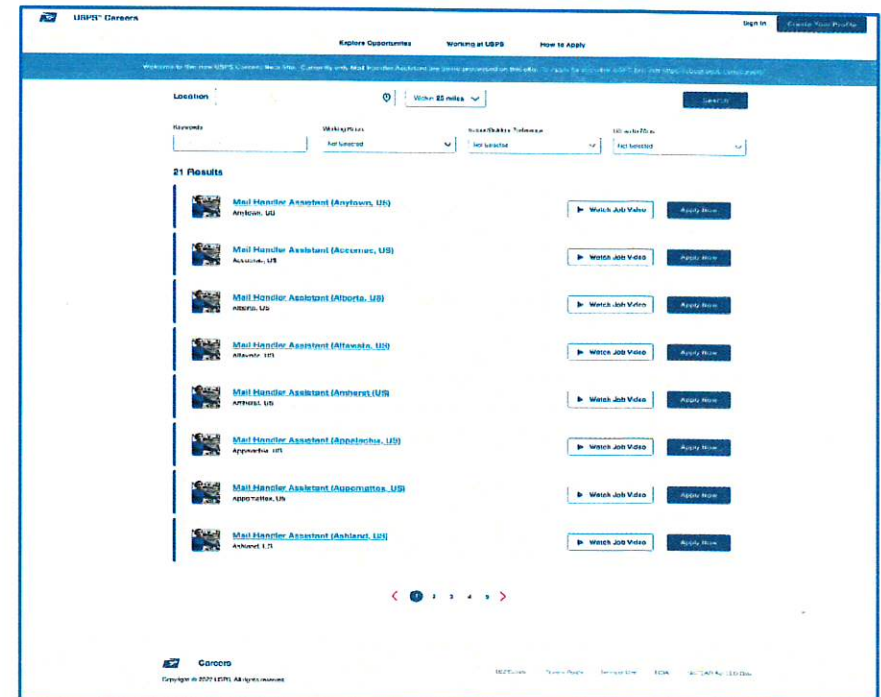
By the end of this training, participants will be able to:

- 1 | Explain the benefits of hiring process changes and the new ATS
- 2 | Understand what's changing for HRSSC Managers/Supervisors and Processors
- 3 | Use reports to support hiring actions, as needed (e.g., text message reminder)
- 4 | Adjudicate Veterans' Preference for MHA candidates in the new ATS

Objectives

Hiring process changes and the new ATS help recruit, hire, and retain a skilled workforce.

- **Update hiring process** to streamline, automate, and standardize hiring across the organization.
- **Incorporate predictive analytics** that anticipate hiring needs:
 - Ability to adjust hiring practices based on real-time hiring needs by facility and tour
 - Stable flow of employees that are better prepared for the job
- **Introduce a modern candidate experience** that enables expedited conditional job offers.
- **Increase understanding of job expectations** with videos, updated job descriptions, assessments, and screenings.

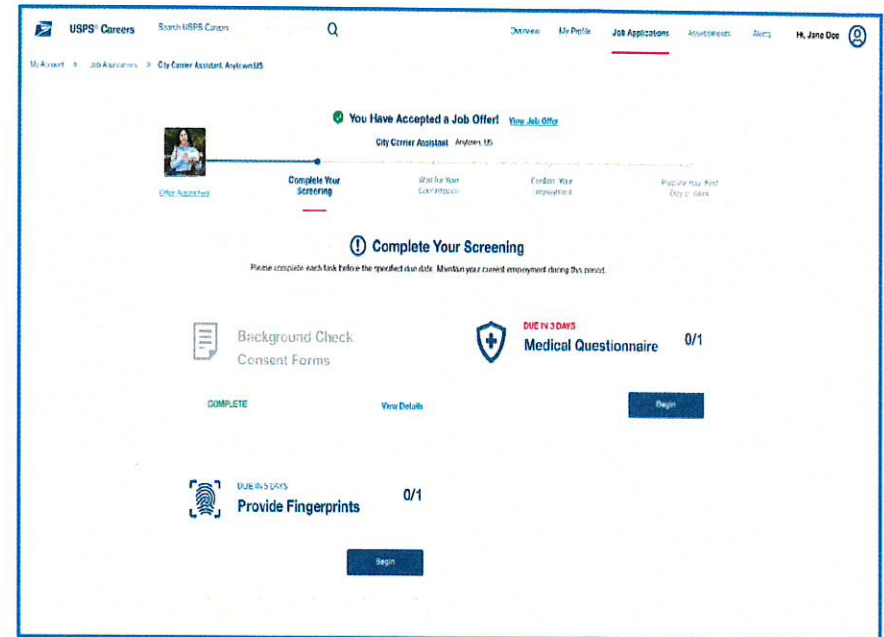


"Job Search" landing page

Benefits

These changes will improve the candidate experience and meet the objectives of the Delivering for America plan.

- **Increased automation of processes and access to forms**, saving time and facilitating hiring activities.
- **A seamless application process and experience** for candidates, that can be done on a mobile device, resulting in **an improved candidate experience**.
- **Improved communication and engagement with candidates** through automated emails throughout the hiring process.
- **Operational continuity** through the organization's improved ability to hire for mission critical positions.
- **Improved overall candidate experience**, bringing the Postal Service into **alignment with the private hiring experience**.
- **Increased applicant pool** due to more engagement throughout the application process.



“Job Screening” landing page

Enables competitive market hiring practices at USPS to meet the needs of the business

Pilot Benefits

The Denver, Colorado P&DC and NDC installations are piloting MHA hiring process changes and the ATS before the nationwide release.

ATS Pilot Participation Benefits

- **Receive early insights** into the ATS and process improvements.
- **Raise your support needs** and **discuss questions** with pilot leaders.
- **Provide feedback** on your **pilot experience** to impact future phases.

Changes and Benefits for HRSSC

There are several capabilities and workflow enhancements that will simplify MHA hiring for HRSSC.

New Capability

Job postings are **automatically generated** using templates and hiring needs data by facility and tour.

The ATS **automates candidate dispositioning**.

A candidate for a **high-volume requisition** is presented with a conditional job offer after passing the assessment.

For low-volume requisitions, ATS creates a ranking report and sends conditional offers to high-ranking candidates.

Change

Non-Career postings are no longer processed through electronic job posting request (eJPR) bots.

HRSSC Processors no longer manually disposition candidates.

Eligibility sorting is done in ATS, as opposed to eCareer, and offer email is now automated in the ATS.

Benefit

More time to focus on other employee service requests

Streamlined candidate processing saves time

Automated emails to candidates save time

Changes and Benefits for HRSSC Cont.

New Capability

Workforce Planning, Insights, and Analytics (WPA) deliver reports to HRSSC and OHNA notifying them at various points of the hiring process where manual interventions are needed.

The ATS sends data to HCES and HCES automatically processes Form 50, generates an employee ID, and updates the candidate record.

The ATS **automatically flags** candidates claiming **Veterans' Preference** for MHAs. Adjudication process now takes place in ATS rather than eCareer, and HRSSC can access candidate's electronic forms (e.g., DD-214) in ATS.

Change

Reports are delivered by WPA directly to HRSSC and OHNA Shared Drives.

HRSSC Processors no longer manually update new hire information, unless flagged for additional review. Processors review new hire information before EIN is generated.

For high-volume postings, HRSSC conducts Veterans' Preference Adjudication after an offer is extended. For low-volume postings, HRSSC conducts adjudication before an offer is extended.

Benefit

Processors can easily access and review actions needed on team Shared Drive

Automated Form 50 process saves time

Easier access to candidate forms in the ATS simplifies processing

Summary of HRSSC Benefits

The ATS and hiring process changes will deliver the following benefits to HRSSC.

BENEFITS

- ✓ **Automation** of manual processes throughout the candidate hiring workflow (e.g.; automatically dispositioning candidates, sending conditional job emails etc.) saves time and allows HRSSC to focus on other hiring tasks.
- ✓ **Automated emails to candidates** and, in some cases, job offers, **increase engagement**.
- ✓ Availability of electronic forms in the ATS creates a more **modernized candidate experience**.
- ✓ **Easy to use** and **streamlined** solution for adjudicating Veterans' Preference places all information in one centralized location, making it easier to track and manage.

Reports Walkthrough

HRSSC Processors will have access to these updated reports* in their HRSSC Shared Drive daily from the Workforce Planning, Insights, & Analytics team to help take hiring actions for the MHA pilot.

Pending Veterans' Preference Adjudication

Text Message

Pending Manual Fingerprint Card

Purpose

Provide a list of candidates pending Veterans' Preference adjudication.

Provide a list of candidates that need a text message reminder at a particular step in the workflow.

Provide a list of candidates that need a manual fingerprint card mailed to them.

Sample of Fields/ Information Collected

- Job Record ID
- Job Record Name/Title
- Volume (High/Low)
- HR Support Area
- HR Support SubArea
- Occ Code
- Candidate Avature ID
- Candidate Name
- Vet Pref Claimed
- Discharged

- Candidate Name
- Candidate Phone Number
- Process Step
- Time Since Step
- Time Left to Complete





- Job Record ID
- Job Record Name/Title
- Candidate Avature ID
- Candidate Name
- Candidate Mailing Address

*Reports also available for HRSSC Management visibility include NACI Reversed/Rescinded/Results Report, EEOC Report, OHNA Assigner/Specialist Report, Pending Fingerprint Report, and Pending DRAC Report





Accessing Reports

Once reports are accessed from the HRSSC Shared Drive, the following actions are taken for all reports:

HRSSC Manager/Supervisor

-  **1** Navigate to the Shared Drive folder
-  **2** Access the report
-  **3** Add a new column for processor's name
-  **4** Enter processor's name for action

HRSSC Processor

-  **1** Navigate to the Shared Drive folder
-  **2** Access the report
-  **3** Filter by your name
-  **4** Take action as needed

New Hire Review and Error Processing Walkthrough

A daily notification email will be sent by HCES to HRSSC Managers regarding candidates that have been flagged in the ATS and require manual intervention. When this happens, the assigned HRSSC Processor will manually review and determine how the candidate should proceed.

Application Review Process:

- 1) When a candidate applies to a posting in the ATS, ATS checks HCES to automatically process the Form 50.
- 2) If there are any discrepancies, the record will be flagged for review by HRSSC.

HRSSC will review the flagged new hire and follow one of two scenario steps:

- 1 HRSSC Processors **review** based on current policy if:
 - Zip code does not exist in applicant state
 - No birth date due to prior employee
 - Pending future actions (e.g., future hiring actions, pay increases, etc.)

- 2 HRSSC Processors **review and consult** with employment policy if:
 - Mismatched last name
 - Multiple candidate profiles using the same Social Security Number
 - Suitability Review

Demo Scenario #1 of New Hire Review and Error Processing

Representative(s) from HRT share screen to show steps for accessing New Hire Review and Error Processing and steps for resolving scenario #1

Demo Scenario #2 of New Hire Review and Error Processing

Representative(s) from HRT and Employment Policy share screen and discuss how to resolve Scenario #2

ATS Walkthrough

Avature will demonstrate the ATS and explain what HRSSC needs to do in the system to keep candidates moving forward in the process.

1

ACCESSING THE SYSTEM

Identify how you can navigate to the ATS. Review the ATS dashboard and layout of the system.

2

ADJUDICATING VETERANS' PREFERENCE

Review the steps in the ATS that must be followed to review and adjudicate Veterans' Preference.

3

CANDIDATE PROCESS

Walk through a high-level overview of the process candidates will follow when they apply for MHA jobs.

Accessing the System

Logging In

HRSSC should follow the steps below when logging into the ATS.

Logging into ATS

- Use the provided URL link to access the ATS portal via **Google Chrome or Microsoft Edge**.
- The first time you log in you will need to sign in using your ACE ID and Password.
- Once you have logged in, save the portal as a “Favorite” for future use.

*Once you have signed in once, Single Sign On (SSO) will be set up, and you will be automatically signed in when you navigate to the portal in the future.**

You will need to sign in again anytime SSO is reset, like other USPS webpages

Adjudication Process

Adjudication Process

Candidates who indicate they wish to claim Veterans' Preference will begin uploading supporting documents for review.

Veterans' Preference

* Have you ever served in the U.S. Military?
(Exclude tours of active duty for training as a reservist or guardsman.)

Yes No

* Do you wish to claim Veterans' Preference?

Yes No

* Have you ever been discharged under honorable conditions?

(i.e., Dishonorable, Other than Dishonorable, Under Honorable Discharge, Under Honorable Discharge changed to honorable by a D

Yes No

* Select the type of Veterans' Preference

5-Point Preference

To claim 10-point preference, [Application for 10-Point Veteran](#) pertaining to the claim type that

You can learn more about eligibility at <https://www.opm.gov/faq/qa/>

* Please select your claim type

Veteran with Service 10% or more but less than 30%

Veteran with Service 30% or more

Widow/Widower (or

Upload Supporting Documents

You can obtain military service records by requesting from VA website at <https://www.va.gov/records/get-military-service-records/>

DD214 Copy 4 Form(s) - For each period of Active Duty

Browse... No file selected.

REMOVE

+ Add Another

SF 15

Browse... No file selected.

Statement Showing Percentage

Browse... No file selected.

Other

Browse... No file selected.

REMOVE

+ Add Another

List All Military Service

Branch of Service

Army

From

06/05/2018

To

06/01/2023

Rank of Discharge

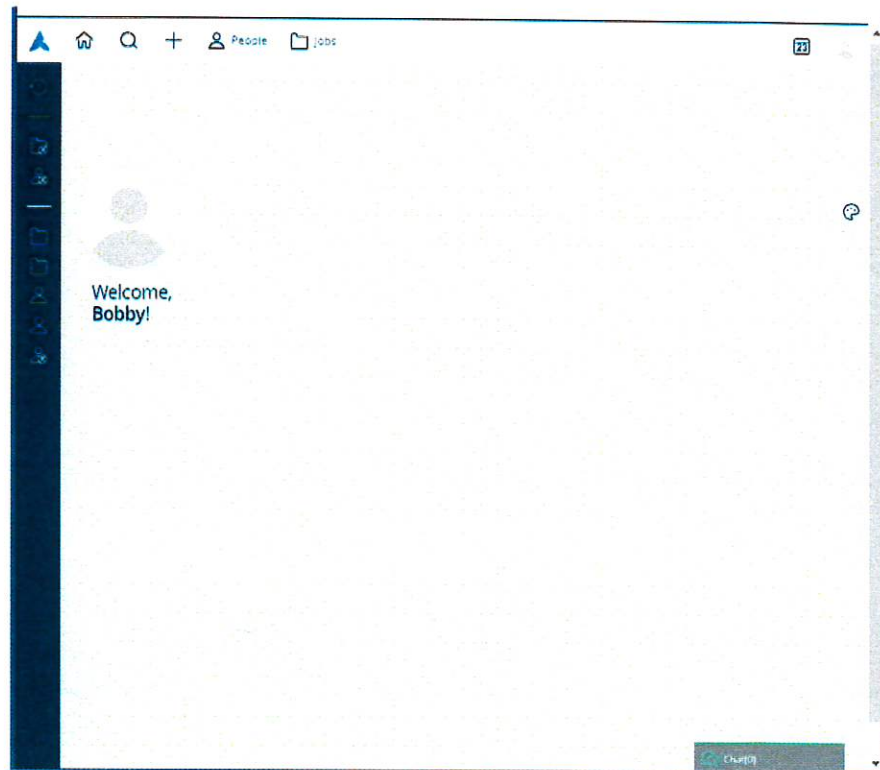
Warrant Officer

Type of Discharge

General Discharge

Adjudication Process

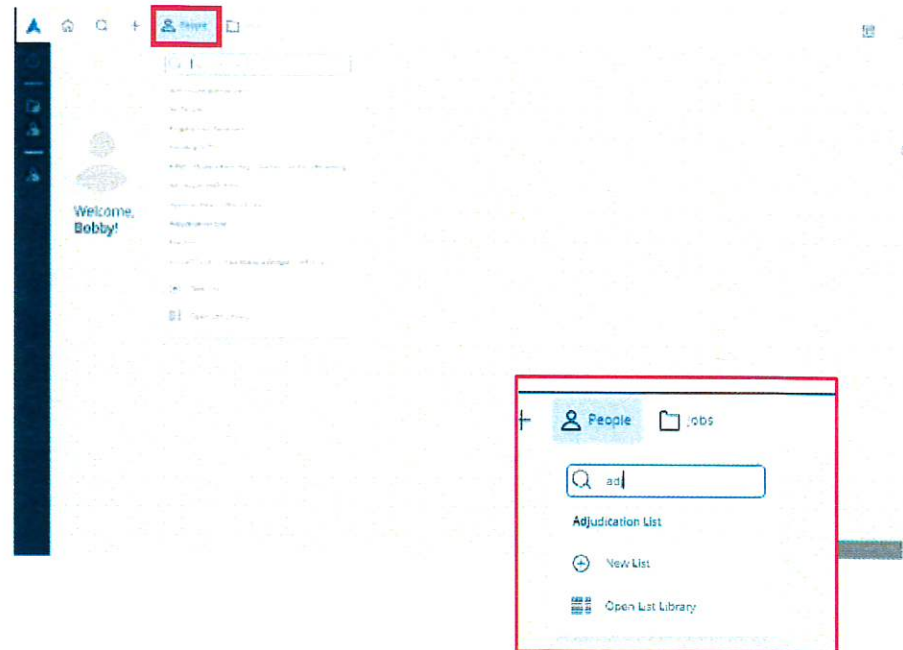
To begin the candidate review process, access the Avature home page



Adjudication Process

Access the people list by selecting the people icon

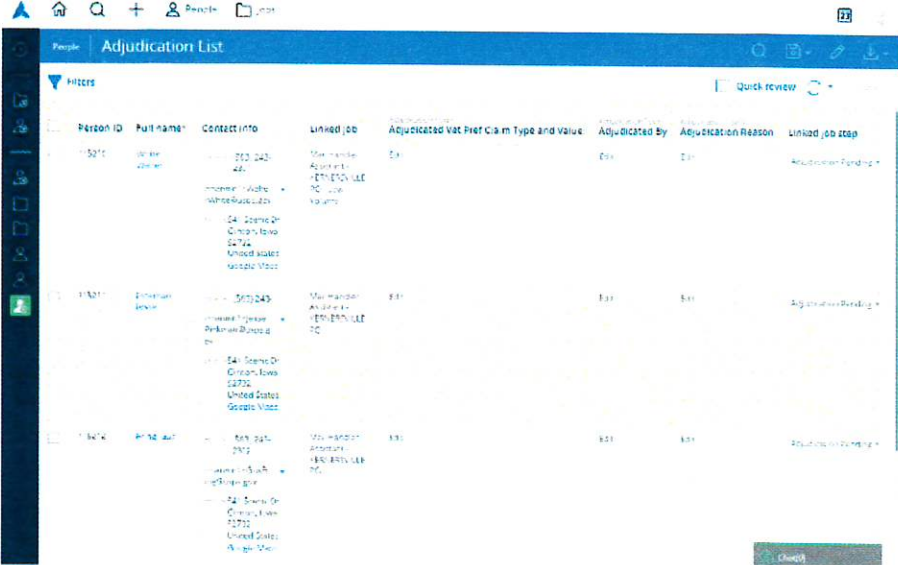
If the list, Adjudication List, is not readily visible, use the search bar



Adjudication Process

You will be taken to the Adjudication List, where you will find all candidates standing on the Adjudication Pending step

To review the candidates, select their names or use the search option (next slides)

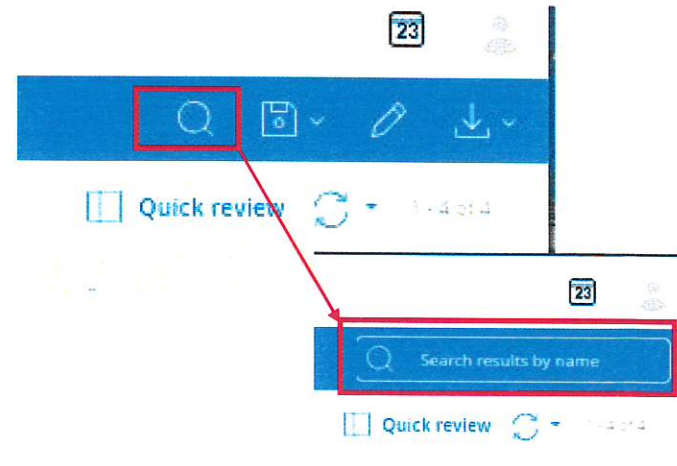


The screenshot displays the 'Adjudication List' interface. It features a table with the following columns: Person ID, Full name, Contact info, Linked job, Adjudicated Vat Pref Clm Type and Value, Adjudicated By, Adjudication Reason, and Linked job step. The table contains three rows of data, each representing a candidate. The interface also includes a search bar at the top, a 'Quick review' button, and a 'Check' button at the bottom right.

Person ID	Full name	Contact info	Linked job	Adjudicated Vat Pref Clm Type and Value	Adjudicated By	Adjudication Reason	Linked job step
13211	White, John	203 243 461 Home: 714 210 1100 24 State Dr Chico, CA 95926 United States	Mailman Assistant PC Job Value	Est	Est	Est	Adjudication Pending
13212	Johnson, John	203 243 461 Home: 714 210 1100 24 State Dr Chico, CA 95926 United States	Mailman Assistant PC Job Value	Est	Est	Est	Adjudication Pending
13213	White, John	203 243 461 Home: 714 210 1100 24 State Dr Chico, CA 95926 United States	Mailman Assistant PC Job Value	Est	Est	Est	Adjudication Pending

Adjudication Process

To search for a specific candidate, use the magnifying glass to enter the name of the candidate



Adjudication Process

To view more candidate information while remaining in the list, select the quick review option

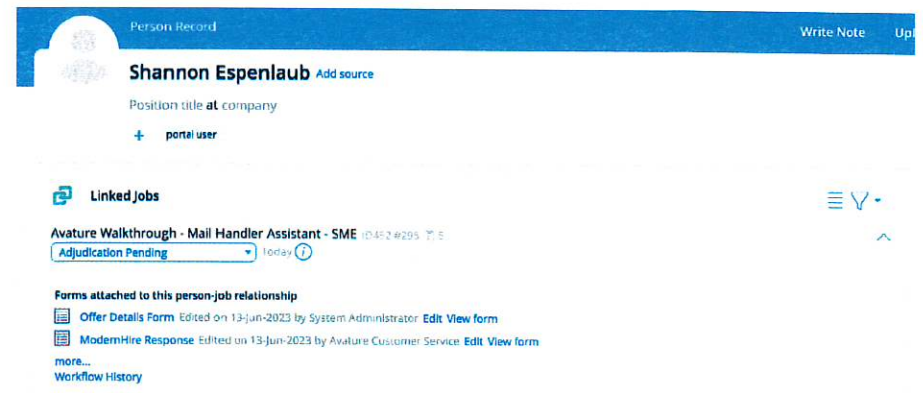
This will allow you to review their candidate information and supporting documents. You are also able to review the documents in full from the available hyperlinks

The screenshot displays a web application interface for candidate review. At the top, a blue navigation bar contains several icons, with a red box highlighting the 'Quick review' button. Below the navigation bar, the candidate profile for Saul Goodman is shown. The profile is divided into several sections:

- Candidate Information:** Name: Saul Goodman, Person ID: 116217, Job Name: Mail Handler Assistant - KERNERSVILLE PO - Low Volume, Job ID: 506, High/Low Volume: Low.
- Status Claimed by Applicant:** XP - Spouse (of Filing Veteran who is totally disabled).
- Military Service:** Branch of Service: Army, From: 01-Jan-1990, To: 01-Jan-1995, Rank of Discharge: Colonel, Type of Discharge: General Discharge.
- Supporting Documents:** DD 214 Copy 4 Form(s), DD214 Copy 4 Form(s) [Download DD214 Sample 1.jpg](#), SF15 [Download SF15 - Sample 2.jpg](#), Marriage License/Certificate [Download Marriage Certificate Sample 1.tif](#), Statement Showing Percentage: N/A, Federal Disability Retirement [Download sample-form-dlab@retirement-approval-letter.pdf](#), Federal Job Disqualification: N/A.
- DD Form 1300:** N/A.
- Death Certificate:** N/A.
- Statement 100% or Unemployable:** [Download Statement of 100% or Unemployable Letter Sample 2.jpg](#).
- Purple Heart:** N/A.
- Other Attachments:** N/A.

Adjudication Process

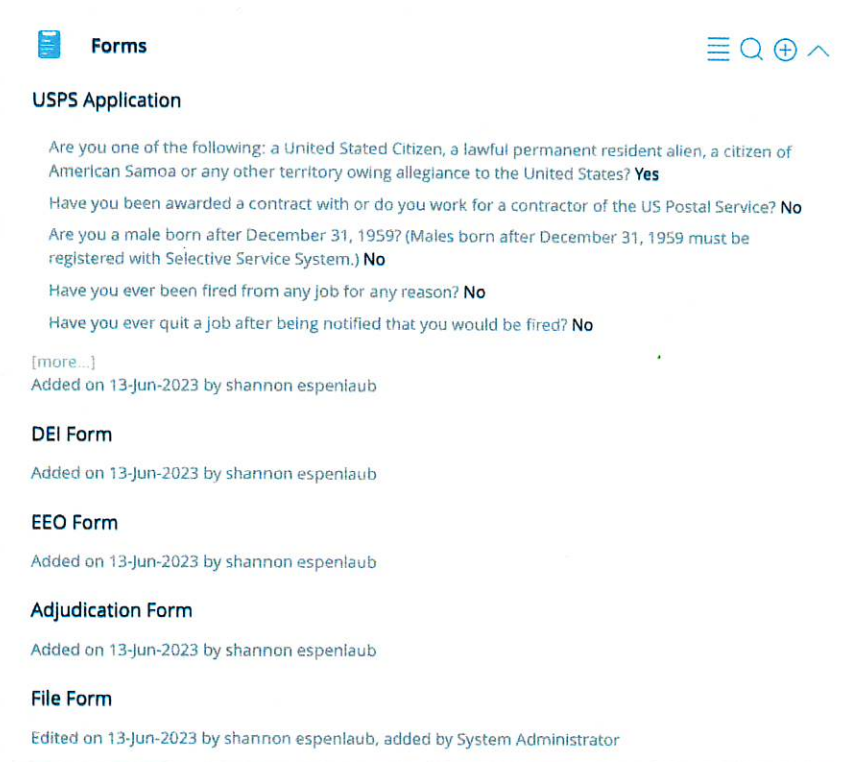
Upon submitting the application and successfully passing the assessment, the candidate will be placed on the Adjudication Pending step.



The screenshot displays a 'Person Record' for Shannon Espenlaub. The record includes a profile picture, the name 'Shannon Espenlaub' with an 'Add source' link, and the position title 'Position title at company'. Below this, it indicates the user is a 'portal user'. The 'Linked Jobs' section shows a job titled 'Avature Walkthrough - Mail Handler Assistant - SME' with an ID of '10452 #295'. The status is 'Adjudication Pending' and the date is 'Today'. Under 'Forms attached to this person-job relationship', there are two forms: 'Offer Details Form' (edited on 13-Jun-2023 by System Administrator) and 'ModernHire Response' (edited on 13-Jun-2023 by Avature Customer Service). A 'Workflow History' link is also present.

Adjudication Process

Within the Adjudication Pending step, access the forms dashlet to begin reviewing the File and Adjudication Form.



The screenshot shows a web interface for USPS forms. At the top left is a 'Forms' header with a document icon. To the right are navigation icons: a hamburger menu, a search icon, a plus sign, and an upward arrow. Below the header, the 'USPS Application' section contains several questions with 'Yes' or 'No' answers: 'Are you one of the following: a United States Citizen, a lawful permanent resident alien, a citizen of American Samoa or any other territory owing allegiance to the United States? **Yes**', 'Have you been awarded a contract with or do you work for a contractor of the US Postal Service? **No**', 'Are you a male born after December 31, 1959? (Males born after December 31, 1959 must be registered with Selective Service System.) **No**', 'Have you ever been fired from any job for any reason? **No**', and 'Have you ever quit a job after being notified that you would be fired? **No**'. Below this is a '[more...]' link and the text 'Added on 13-Jun-2023 by shannon espenlaub'. The 'DEI Form' section is followed by 'Added on 13-Jun-2023 by shannon espenlaub'. The 'EEO Form' section is followed by 'Added on 13-Jun-2023 by shannon espenlaub'. The 'Adjudication Form' section is followed by 'Added on 13-Jun-2023 by shannon espenlaub'. The 'File Form' section is followed by 'Edited on 13-Jun-2023 by shannon espenlaub, added by System Administrator'.

Adjudication Process

First review the File Form to check the uploaded supporting documents.

File Form

Vet Pref - DD 214 Copy 4 Form(s)

DD214 Copy 4 Form(s)

> [Very Large File.pdf](#) 

Vet Pref - SF15

> [Very Large File.pdf](#) 

Vet Pref - Statement Showing Percentage

> [Very Large File.pdf](#) 

Vet Pref - Other

Vet Pref - Other

> [Very Large File.pdf](#) 

Edited on 13-Jun-2023 by shannon espenlaub, added by System Administrator

Adjudication Process

Upon reviewing the supporting documentation, access the Adjudication Form.

To open and edit, select the pencil icon.

Adjudication Form



Vet Pref Claim Fields

Have you served in US Military?

Yes

Do you wish to claim Veterans' Preference?

Yes

Military Discharge

No

Vet Pref - Claim type

10-Point Preference

Military Status

CPS - Veteran with Service-Connected Disability (compensation rated 30% or more)

Adjudication Fields

Adjudicated

No

Military Service Fields

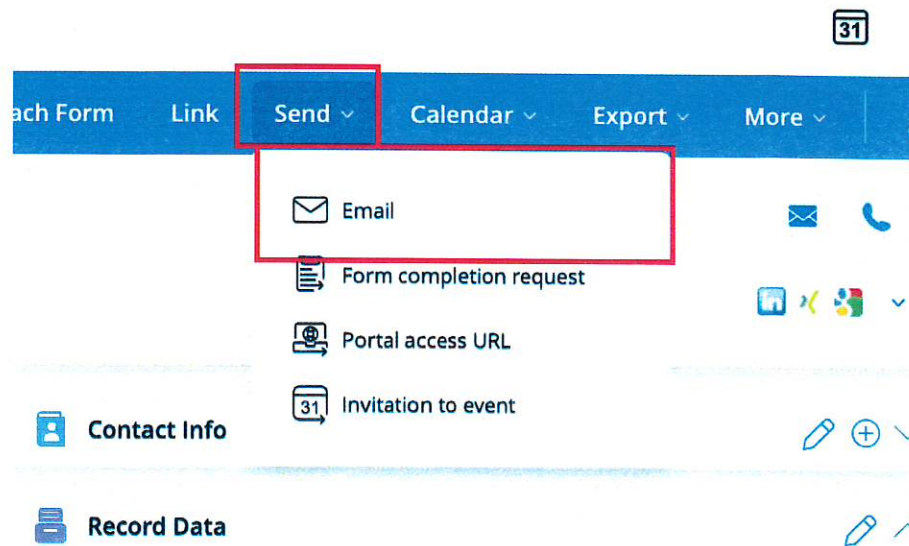
Military Service

Unlabeled	Unlabeled	Unlabeled	Unlabeled	Unlabeled
Army	07-04-2018	05-03-2023	Sergeant	General Discharge

Added on 13-Jun-2023 by shannon espenlaub

Adjudication Process

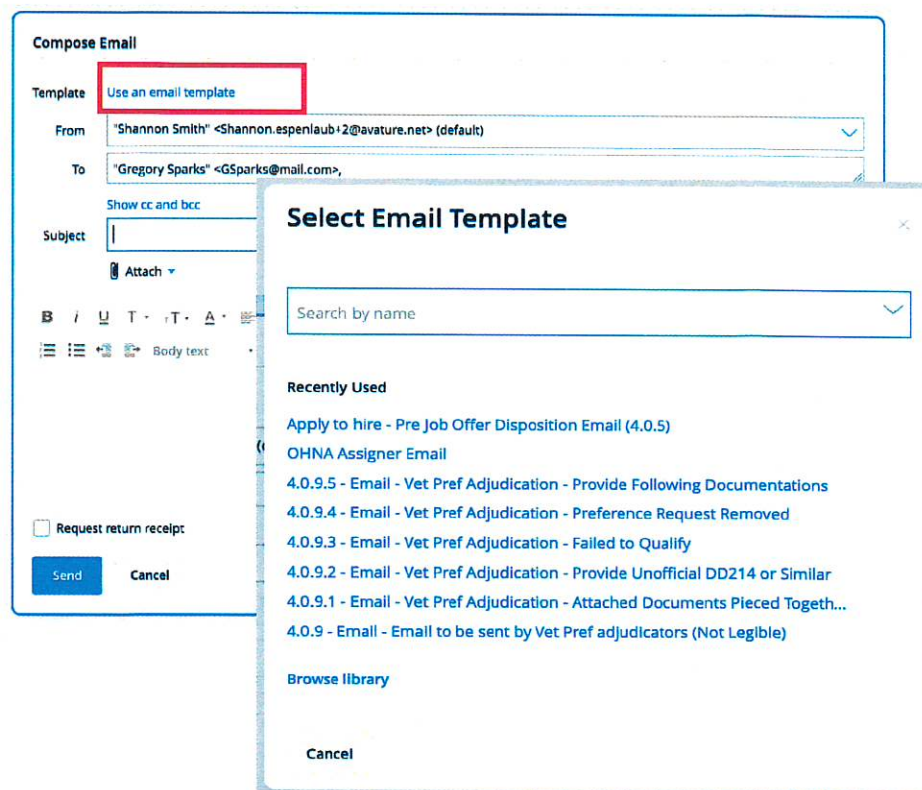
If additional information is needed from the candidate, select the send icon, then select email.



Adjudication Process

The compose email screen will appear, where you will select "Use an email template."

Select or search for the template to be used. Upon selecting it, you will be brought back to the compose email screen.



Adjudication Process

In the Adjudication Fields, enter information in the following fields:

1. Adjudicated Vet Pref Claim Type and Value.
2. Adjudication Reason.
3. Adjudicated.

Select save.

Vet Pref Claim Fields ∨

Adjudication Fields ∧

To be completed by Adjudicators

Adjudicated Vet Pref Claim Type and Value:
CPS - Veteran with Service Connect ∨

Adjudication Reason

Adjudicated
Defaults to "no" since the candidates claim hasn't been adjudicated yet.




Yes ∨

Adjudicated By
Espanlaub, Shannon ∨


Military Service Fields ∨

Adjudication Process



Selecting "Yes" in the Adjudicated field will automatically move the candidate to the step Adjudication Complete.

 **Linked Jobs**  

Avature Walkthrough - Mail Handler Assistant - SME ID:452 #295 5

Adjudication Completed Today 

Forms attached to this person-job relationship

-  **Offer Details Form** Edited on 13-Jun-2023 by System Administrator [Edit](#) [View form](#)
-  **ModernHire Response** Edited on 13-Jun-2023 by Avature Customer Service [Edit](#) [View form](#)

[more...](#)

[Workflow History](#)

Adjudication Process

To confirm any emails have been sent, or workflow steps have been updated, scroll to the bottom to review the journal.

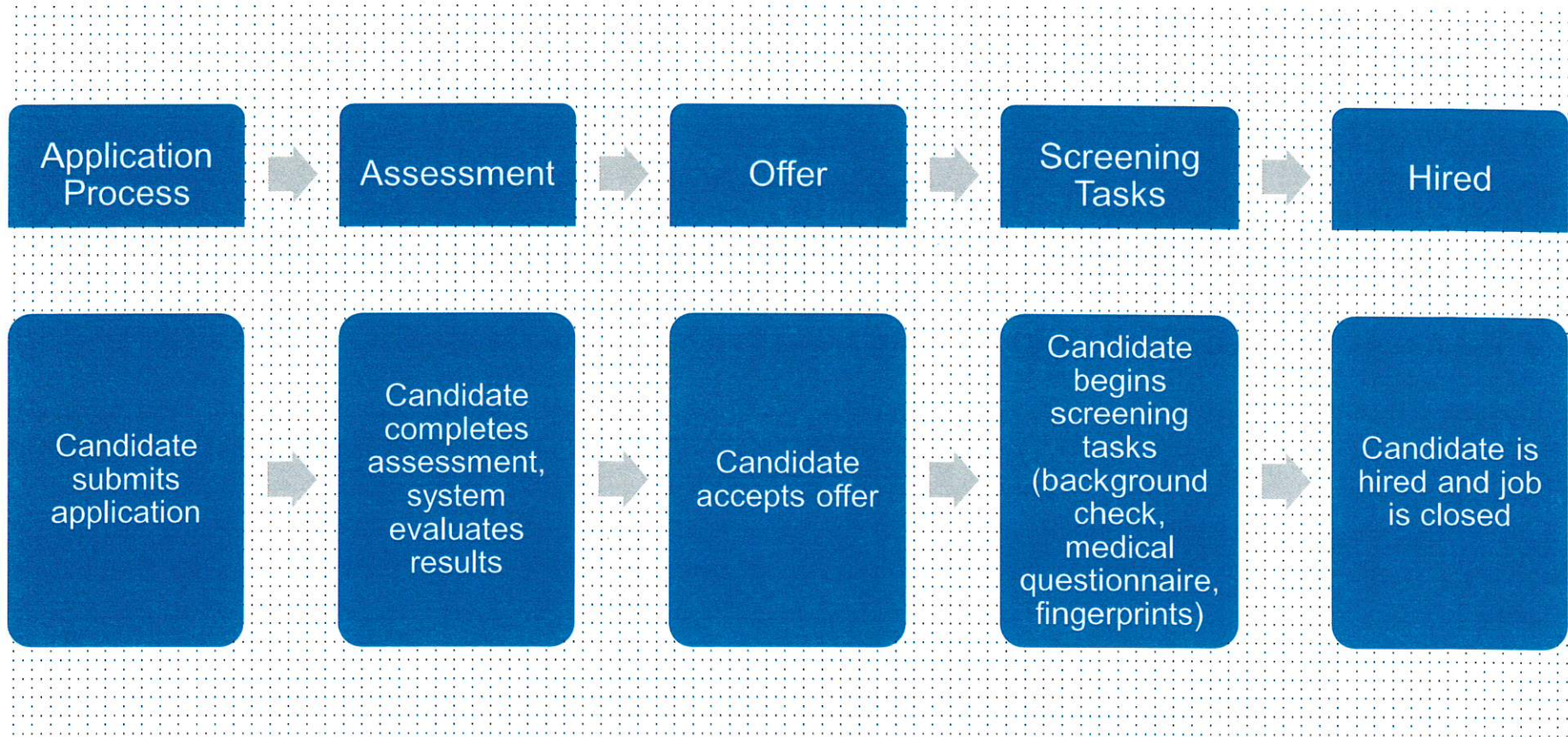
The screenshot displays a journal interface for the date 31 July 2023, Monday. It lists several events:

- System Administrator**
 - 8:45 AM: Email received from USPS Careers (recruiting@recruiting.usps.gov) to GSparks@mail.com with subject "We've received your application".
 - more...
 - 8:45 AM: Email received from USPS Careers (recruiting@recruiting.usps.gov) to Gregory Sparks (GSparks@mail.com) with subject "We've received your application".
 - USPS(R) Careers: We've received your application! We just wanted to let you know that we've received your more...
- 8:42 AM: Edited AV- Sana Test job Low Volume- Mail Handler Assistant
 - Step changed: Assessment Pass changed to Adjudication Pending
- Shannon Smith**
- 8:42 AM: Edited AV- Sana Test job Low Volume- Mail Handler Assistant
 - Step changed: Assessment Results changed to Assessment Pass
- 8:42 AM: Edited AV- Sana Test job Low Volume- Mail Handler Assistant
 - Step changed: Assessment Pending changed to Assessment Results

Adjudication Process Demonstration

Candidate Flow

Job Workflow



Application Process

Application Process

The candidate will begin entering in their personal information, selecting submit application when finished.

The assessment will then be sent to the candidate, where they will have 72 hours to complete it.

Step 1: Application Profile

Contact Information

* Your Street Address

Please provide your information and contact details

Personal Information

SHANNON TEST
1223 E MAIN ST

Email

First Home Phone

[Edit](#)

Please Read and Certify the Following

V
Fi

Vote

A false or dishonest answer to any question may be grounds for not employing you or dismissing you after you begin work and may be punishable by fine or imprisonment (US Code Title 18 Sec. 2001). All information you give will be considered in reviewing your application and is subject to investigation.

THE LAW (39 U.S. CODE 1002) PROHIBITS POLITICAL AND CERTAIN OTHER RECOMMENDATIONS FOR APPOINTMENTS, PROMOTIONS, ASSIGNMENTS, TRANSFERS, OR DESIGNATIONS OF PERSONS IN THE POSTAL SERVICES statements relating solely to character and residence are permitted, but every other kind of statement or recommendation is prohibited unless it either is requested by the Postal Service and consists solely of an evaluation of the work performance, ability, aptitude, and general qualifications of an individual or is requested by a government representative investigating the individual's loyalty, suitability, and character. Anyone who requests or solicits a prohibited statement or recommendation is subject to disqualification from the Postal Service and anyone in the Postal Service who accepts such a statement may be suspended or removed from office.

* Certification Statement

Ethr



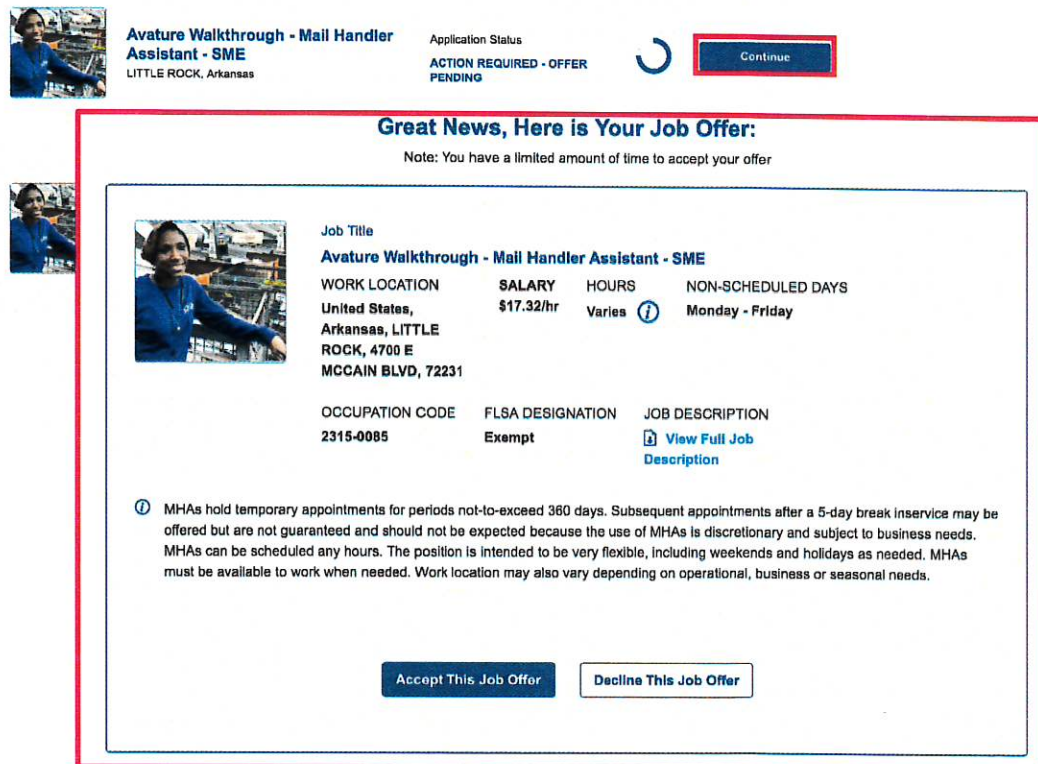
I certify that all of the statements made in this application are true, complete, and correct to the best of my knowledge and belief and are in good faith.

Submit Application

Application Process

When the position is offered, the candidate will receive an email, where they can log into the portal and review.

The candidate will then select **Accept This Job Offer**.



The screenshot shows a job offer page for a Mail Handler Assistant - SME position. At the top, there is a header with the job title, location, and application status. A 'Continue' button is highlighted with a red box. Below this, a large red-bordered box contains the main offer details. The offer title is 'Avature Walkthrough - Mail Handler Assistant - SME'. The work location is 'United States, Arkansas, LITTLE ROCK, 4700 E MCCAIN BLVD, 72231'. The salary is '\$17.32/hr', and the hours are 'Varies'. The non-scheduled days are 'Monday - Friday'. The occupation code is '2315-0085', and the FLSA designation is 'Exempt'. There is a link to 'View Full Job Description'. A note states: 'Note: You have a limited amount of time to accept your offer'. A disclaimer at the bottom explains that MHAs hold temporary appointments for periods not-to-exceed 360 days. At the bottom of the offer box, there are two buttons: 'Accept This Job Offer' and 'Decline This Job Offer'.

Avature Walkthrough - Mail Handler Assistant - SME
LITTLE ROCK, Arkansas

Application Status
ACTION REQUIRED - OFFER PENDING

Continue

Great News, Here is Your Job Offer:
Note: You have a limited amount of time to accept your offer

Job Title
Avature Walkthrough - Mail Handler Assistant - SME

WORK LOCATION	SALARY	HOURS	NON-SCHEDULED DAYS
United States, Arkansas, LITTLE ROCK, 4700 E MCCAIN BLVD, 72231	\$17.32/hr	Varies ⓘ	Monday - Friday

OCCUPATION CODE	FLSA DESIGNATION	JOB DESCRIPTION
2315-0085	Exempt	View Full Job Description

ⓘ MHAs hold temporary appointments for periods not-to-exceed 360 days. Subsequent appointments after a 5-day break inservice may be offered but are not guaranteed and should not be expected because the use of MHAs is discretionary and subject to business needs. MHAs can be scheduled any hours. The position is intended to be very flexible, including weekends and holidays as needed. MHAs must be available to work when needed. Work location may also vary depending on operational, business or seasonal needs.

Accept This Job Offer **Decline This Job Offer**

Application Process

They will be brought to the accept offer page, where they can review the job details, agree, and accept the offer.

Please Review to Accept the Offer:

This job offer is conditional upon your meeting medical suitability, general eligibility and suitability, and security-investigation requirements. Please do not resign from your current job at this time. After completion of post offer requirements, you will be contacted to discuss the effective date of your employment. However, your employment may begin before we have finished those reviews, and employment remains conditioned on successfully meeting the requirements noted above.

3/2/22, 11:21 AM 2113 - 0085 Position Description

STD JOB DESCRIPTION

FUNCTIONAL PURPOSE:

U.S. Postal Service

MAIL HANDLER ASSISTANT (M4-04) OCCUPATION CODE: 2316-0085

Loads, unloads, and moves bulk mail and performs other duties incidental to the movement and processing of mail.

OPERATIONAL REQUIREMENTS:

This occupation code is to be used pursuant to the provision of Article 7.1.C of the USPS and the National Postal Mail Handlers Union Agreement.

DUTIES AND RESPONSIBILITIES:

1. Unloads mail from trucks. Separates all mail received from trucks and conveyors for dispatch to other conveying units and separates and delivers mail for delivery to distribution areas.
2. Places empty sacks or pouches on racks, labels them where prearranged or where racks are plainly marked, dumps mail from sacks, cuts ties, faces letter mail, carries mail to distributors for processing, places processed mail into sacks, removes filled sacks and pouches from racks and closes and locks sacks and pouches. Picks up sacks, pouches, and outside pieces, separates outgoing bulk mails for dispatch and loads mail onto trucks.
3. Handles and sacks empty equipment; inspects empty equipment for mail and restings sacks.
4. Cancels stamps on parcel post, operates cancelling machines, and carries mail from cancelling machine to distribution area.
5. Assists in supply and slip rooms and operates copy machine and related office equipment.
6. In addition, may perform any of the following duties: make occasional simple distributions of parcel post mail that requires no scheme knowledge; operate electric fork lifts; rewrap damaged parcels; weigh incoming sacks; clean and sweep work areas, officers rest rooms, and trucks where work is not performed by a regular cleaner.



* I have read all the details of the offer and accept the job offer

Back

Accept Job Offer

Application Process

The candidate will find the following pending tasks to begin completing:

1. Background check.
2. Medical questionnaire.
3. Fingerprints.

The screenshot shows a job offer acceptance page for a position at BME Little Rock, Arkansas. The page is titled "You Have Accepted a Job Offer!" and includes a "View Job Offer" link. A progress bar indicates the following steps: Offer Accepted, Complete Your Screening (highlighted in red), Wait for Your Confirmation, Confirm Your Employment, and Prepare Your First Day of Work. Below the progress bar, there is a section titled "Complete Your Screening" with a sub-header "Please complete each task before the specified due date. Maintain your current employment during this period." Three tasks are listed, each with a "PENDING" status and a "Begin" button:

- Background Check Consent Forms**: DUE 72 HOURS FROM JUNE 10, 2023. Status: PENDING. Button: Begin.
- Medical Questionnaire**: DUE 72 HOURS FROM JUNE 10, 2023. Status: PENDING. Button: Begin.
- Provide Fingerprints**: Status: PENDING. Button: Begin.

Application Demonstration

Polling Questions

1. What step are candidates standing on in order for you to begin the process?
 - A. Adjudication Pending
2. What dashlet contains the information you need to review?
 - A. Forms
3. T/F Selecting “yes” automatically move the candidate to the next step in the process?
 - A. True

Questions & Final Thoughts

Applicant Tracking System (ATS) & Hiring Process Changes

Field HR Training

Gail Hendrix, Sr. Dir. Field HR Ops
Joseph Bruce, Sr. Dir. National HR
James Davey, Dir. Field Human Resources

October 31, 2023

Learning Objectives

By the end of this training, participants will be able to:

1 | Recap Alignment to Delivering for America

2 | Review Objectives & Benefits

3 | Mention Pilot Benefits

4 | Discuss Changes & Benefits for Field HR

5 | Discuss Other Actions Needed for Reporting and Orientation Scheduling

6 | Provide Next Steps

ATS Alignment to Delivering for America Recap

Continued investments in new tools and technology help meet the needs of our workforce, as outlined in Delivering for America, and support DPMG/CHRO strategic goals.

Lead the transformation of the USPS culture by aligning the organization's strategy and structure to improve line-of-sight, drive operational efficiencies, and improve organizational performance

Stabilize our non-career workforce by improving the employee experience in the first 90 days and through collective bargaining

Better equip our front-line supervisors to manage our pre-career employees through training and on-the-job support to create a culture of engagement, performance, and accountability within respective operational areas

Negotiate collective bargaining agreements with four key unions and manage pay consultations with management associations

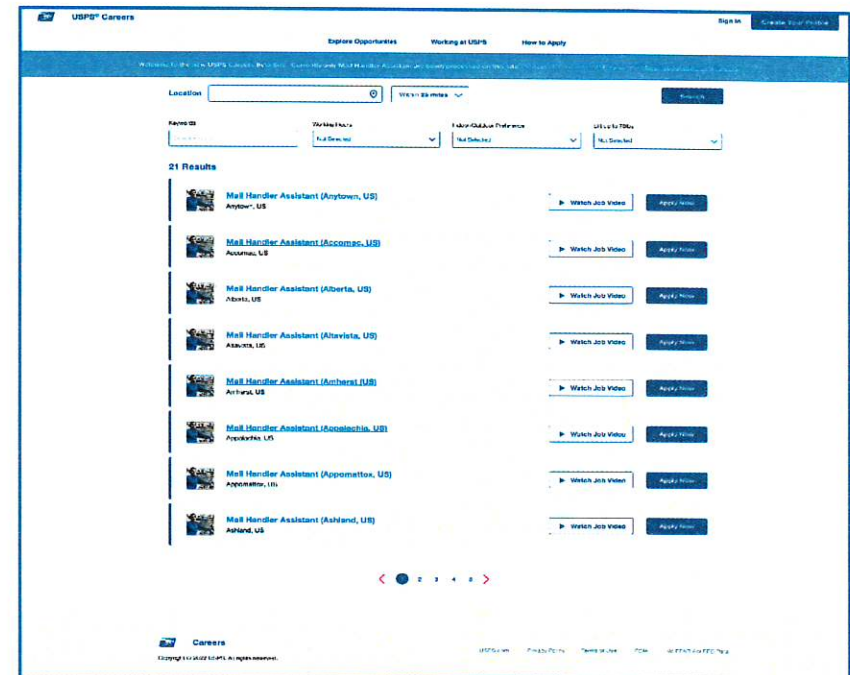
Strengthen succession planning to build a talented, diverse pipeline of candidates ready to lead the organization, starting with front-line supervisors through critical executive and officer roles



Objectives

Recruiting and hiring process changes and the new ATS help recruit, hire, and retain a skilled workforce.

- **Update hiring process** to streamline, automate, and standardize hiring across the organization
- **Incorporate predictive analytics** that anticipate hiring needs:
 - Ability to adjust hiring practices based on real-time hiring needs by facility and tour
 - Stable flow of employees that are better prepared for the job
- **Introduce a modern candidate experience** that enables expedited conditional job offers
- **Increase understanding of job expectations** with videos, updated job descriptions, assessments, and screenings

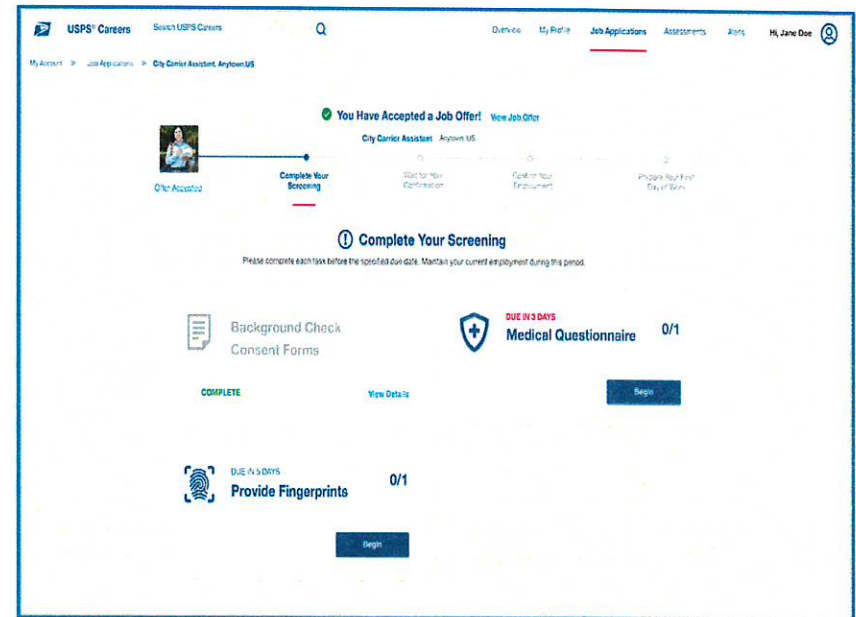


"Job Search" landing page

Benefits

These changes will improve the candidate experience and meet the objectives of the Delivering for America plan.

- **Increased automation of processes and access to forms**, saving time and facilitating hiring activities
- **A seamless application process and experience for candidates**, that can be done on a mobile device, resulting in an improved candidate experience.
- **Improved communication and engagement with candidates** through automated emails throughout the hiring process
- **Operational continuity** through the organization's improved ability to hire for mission critical positions
- **Improved overall candidate experience**, bringing the Postal Service into **alignment with the private hiring experience**
- **Increased applicant pool** due to more engagement throughout the application process



“Job Screening” landing page

Enables competitive market hiring practices at USPS to meet the needs of the business

Pilot Benefits

Denver, Colorado P&DC and NDC installations are piloting MHA* hiring process changes and ATS before the nationwide release.

ATS Pilot Participation Benefits

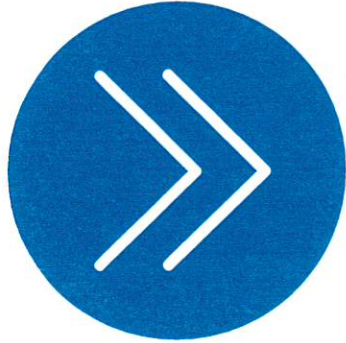
- **Receive early insights** into the ATS and process improvements.
- **Raise your support needs** and **discuss questions** with pilot leaders.
- **Provide feedback** on your **pilot experience** to impact future phases.

* External MHA candidates within Function 1.

What is Staying the Same

Below highlights what is staying the same for Field HR in the ATS and other process changes.

Field HR will continue to...



- Access the Workforce Planning, Insights & Analytics (WPIA) dashboard to view progress of candidates through the hiring process.
- Follow up with MHA candidates who have not completed fingerprinting.
- Help MHA candidates who call specific locations to schedule fingerprinting appointments, and/or arrive at locations needing to complete fingerprinting.
- Receive candidate forms requiring District Reasonable Accommodation Committee (DRAC) review sent via emails to Local Services.
- Schedule orientation for new hires based on selected start date.

What is Changing

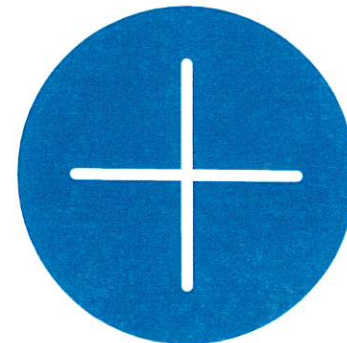
Below highlights what is changing for Field HR due to the ATS and other process changes.

- 1** Field HR will no longer disposition candidates who do not complete their fingerprint scans, the ATS will automatically do this.
- 2** Field HR will no longer receive a “to-do” list for candidate processing.
- 3** Field HR will receive a WPIA report listing candidates pending DRAC review in the Local Services mailbox. Field HR uses this report to easily identify which candidates need additional review.
- 4** After HRSSC OHNA makes their determination for DRAC referral, an email is sent from ATS to **Local Services mailbox (and up to 3 DRAC representatives) for review.**

Benefits of Changes for Field HR

The ATS and hiring process changes will deliver the following benefits for Field HR.

1. **Automated Form 50 processing** will help hire candidates more efficiently.
2. **Reduced manual tasks** will allow more time to focus on other recruiting and hiring activities.



Reports Walkthrough





Reports are emailed by Workforce Planning, Insights, and Analytics to Field HR daily via Local Services Mailbox*.

	Pending Fingerprint Report	Pending DRAC
Purpose	Provide a list all of candidates that need to complete fingerprinting.	Provide a list all candidates that were referred to District Reasonable Accommodation Committee (DRAC).
Sample of Fields/ Information Collected	<ul style="list-style-type: none">• Job Record ID• Posting Close Date• Job Record Name/Title• Candidate Avature ID• Candidate Name• Candidate Mailing Address• Candidate Phone Number• Candidate Email Address• Location of Fingerprint	<ul style="list-style-type: none">• First Name• Middle Name• Last Name• Avature Person ID• Phone• Email• Avature Job ID• Position Job Title• Position Job Location• HR Support District Name• HR Support Area Name• Date sent to DRAC• Candidate Status

* LocalServicesWestpacRetailAndDeliveryArea@usps.gov and localservicesco-wydistrict@usps.gov

Accessing Reports

The following actions are taken for both reports:


-  **1** Receive reports via email from Workforce Planning, Insights, and Analytics
-  **2** Access the report from Local Services Mailbox
-  **3** Filter report column by candidate's name
-  **4** Act as needed

Screenshots of DRAC Decision Email Form Completion

DRAC representative(s) locate the OHNA Referral email, click “**Complete the form**” in the body of the email, then either select “candidate cleared” or “disposition candidate,” and submit.

Subject: ATSI Candidate OHNA Medical Referral to D-RAC
From: OHNA Referral
To: joshda@tspso.gov

[Medical Questions.pdf](#) [Job Application 2591.pdf](#) [Job Description.pdf](#)

 **OHNA Referral**

The OHNA team is referring the following candidate to your D-RAC.
After reviewing the Candidate, please complete [this form](#).

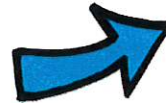
Please review attachments for the following candidate:

First Name: Joel
Middle Name: Marvin
Last Name: Doer
Phone Number: 555-555-5555
Email: joeldoer@gmail.com

For the following job:

Job ID: 1234567
Applying for: Mail Handler Assistant
Location: 123 Main St, Anytown, ST 12345
HR Support Area: 1234567
HR Support Sub-Area: 1234567
Status: New

[Complete the form](#)



D-RAC Medical Review Feedback Form

Set Medical Status

Please Select

Candidate Cleared
Disposition Candidate

[Submit](#)

Orientation Process Walkthrough

During the pilot, Field HR will schedule orientation for new hires based on selected start date.



1. HCES emails report of new hire effective dates to Local Services Mailbox.



2. Workforce Planning Personnel will communicate daily if there are any new hires needing orientation scheduling to Employee Development.



3. Employee Development reaches out to the new hire to schedule the best orientation date.

Next Steps

- 1** *Receive training slides following today's session.*
- 2** *Share feedback and questions with Field HR Manager and Director of Field HR.*

Questions & Final Thoughts