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LABOR RELATIONS



October 13, 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 proposes to revise the position descriptions of Supv HRSSC Call/Workforce Mgmt EAS-21 (Occ Code 0201-0193) and Supv HR Shared Services EAS-21 (Occ Code 0201-0085).

The Postal Service intends to align the position descriptions and requirements to provide a more flexible workforce of supervisors and a more equitable balance of staffing under the supervisors' authority.

As a result of this realignment, the following changes will occur:

- Supv HRSSC Call/Workforce Mgmt EAS-21 (Occ Code 0201-0193) position will be eliminated, and all employees in that position will receive directed reassignments into the Supv HR Shared Service EAS-21 (Occ Code 0201-0085).
- Supv HR Shared Service EAS-21 (Occ Code 0201-0085) job description will be modified to incorporate the duties and responsibilities of the Supv HRSSC Call/Workforce Mgmt position to accurately reflect the work of the position moving forward.

Attached are the current position descriptions, and the updates for the revised Supv HR Shared Services position as indicated in track changes.

This proposal is being provided for your review and any recommendations you may have pursuant to Title 39, U.S. Code, § 1004(d).

Please contact me if you wish to discuss or 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

SUPV HR SHARED SERVICES (EAS-21)
OCCUPATION CODE: 0201-0085

FUNCTIONAL PURPOSE

Supervises non-career and bargaining unit staff employees responsible for processing a broad range of personnel transactions and call center activities in a human resources shared service center (HRSSC). Depending upon assignment, this role will be responsible for supervising a call center team or a personnel processing team.

DUTIES AND RESPONSIBILITIES

1. Supervises the activities of employees, which includes organizing and making assignments, coordinating and monitoring work, providing training, guidance, and feedback to team members, and ensuring objectives are met.
2. ~~Oversees completion of~~ responsible for one or more of the following call center and transactional activities; ~~compensation and benefits, personnel actions, and job bidding~~ ensures work is completed in compliance with applicable federal requirements and postal policies and procedures. Monitors work activities to ensure the security of privacy protected or confidential information. Maintains electronic and hardcopy records and ensures compliance with retention periods.
3. ~~2. Observes and monitors quality and performance of transactional and call center activities. Evaluates center performance using call center and shared services management tools, processes, and systems to identify trends, insights, and discrepancies. Develops and implements recommendations for improvement of standards and processes based on findings. Studies, analyzes and evaluates performance and quality of HRSSC activities; documents findings and formulates recommendations.~~
4. ~~Identifies & monitors process improvements in the shared services environment.~~
5. ~~3. Provides training and guidance to stakeholders regarding HRSSC activities and policies; uses reports to identify opportunities for improvement and ensures timely resolution of discrepancies. Prepares and presents oral and written reports status updates to stakeholders and responds to requests for information.~~
4. Serves as a liaison and point of contact between the HRSSC and internal business customers; ~~to~~ provides technical and functional leadership, training, and guidance on HRSSC human resources policies and programs. ~~Assists in the resolution of complex issues.~~
6. Manages employee attendance and reinforces attendance control policies, to ensure accurate timekeeping and adherence to Postal policies and procedures (e.g., FMLA, Injury Compensation, USERRA). Facilitates compliance with labor contracts for bargaining unit positions.
7.

~~Monitors the work of others to ensure compliance with applicable federal and postal policies and procedures, which includes organizing and making assignments; coordinating and monitoring the work; and providing training and technical guidance.~~

~~Provides oversight and leadership for a medium size staff. Creates an environment promoting team building, conflict management, coaching & mentoring.~~

SUPERVISION

Supervisor, HRSSC Operations

SELECTION METHOD

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

REQUIREMENTS

- ~~1. Knowledge of records management techniques sufficient to develop procedures for the maintenance of both paper and electronic filing and tracking systems, including procedures for appropriate handling of confidential employee information.~~Knowledge of information/records management, including the development and maintenance of both hardcopy and electronic office filing systems. (#2,6)
- ~~2. Ability to manage the work performance of staff, including evaluating performance against goals, providing technical guidance and feedback, identifying training needs, and establishing individual development plans.~~Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and building effective work relationships. (#1,6)

~~Ability to oversee research for the purpose of developing responses to inquiries, or problem resolutions.~~

- ~~3. Ability to serve as liaison and/or organizational representative to internal and external stakeholders sufficient to provide direction and guidance regarding policies and procedures, and coordinate resolution to inquires, and problem solve discrepancies.~~organizations. (#3,4,5)
- ~~4. Ability to communicate orally and in writing sufficient to prepare and present reports, proposals and recommendations.~~(#3,4,5)

~~Ability to create an environment which promotes team building, conflict management, coaching & mentoring.~~

- ~~5. Knowledge of federal regulations, postal policies and procedures related to~~call center and shared services activities including, compensation and benefit programs, personnel programs,

staffing and/or complement changes, at a level sufficient to provide related interpretation and guidance. (#2,3,4,5)

a.

~~Ability to research industry best practices and standards to identify trends and insights and inform recommendations for process improvements and standard work.~~

6. Ability to create process and procedure flows, data-driven reports, and presentations to identify and develop recommendations for process improvements and standards of work. (#3,4) and transfer knowledge regarding call center activities and industry best practices.

7. Knowledge of the provisions of local and national bargaining unit agreements, including job bidding, overtime and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance. (#6)

SUPV HR SHARED SERVICES (EAS-21)
OCCUPATION CODE: 0201-0085

FUNCTIONAL PURPOSE

Supervises non-career and bargaining unit staff employees responsible for processing a broad range of personnel transactions and call center activities in a human resources shared service center (HRSSC). Depending upon assignment, this role will be responsible for supervising a call center team or a personnel processing team.

DUTIES AND RESPONSIBILITIES

1. Supervises the activities of employees, which includes organizing and making assignments, coordinating and monitoring work, providing training, guidance, and feedback to team members, and ensuring objectives are met.
2. ~~Oversees completion of~~ responsible for one or more of the following call center and transactional activities; ~~compensation and benefits, personnel actions, and job bidding.~~ ensures work is completed in compliance with applicable federal requirements and postal policies and procedures. Monitors work activities to ensure the security of privacy protected or confidential information. Maintains electronic and hardcopy records and ensures compliance with retention periods.
- 3.2. Observes and monitors quality and performance of transactional and call center activities. Evaluates center performance using call center and shared services management tools, processes, and systems to identify trends, insights, and discrepancies. Develops and implements recommendations for improvement of standards and processes based on findings. Studies, analyzes and evaluates performance and quality of HRSSC activities; documents findings and formulates recommendations.
4. ~~Identifies & monitors process improvements in the shared services environment.~~
- 5.3. Provides training and guidance to stakeholders regarding HRSSC activities and policies; uses reports to identify opportunities for improvement and ensures timely resolution of discrepancies. Prepares and presents ~~oral and written reports~~ status updates to stakeholders and responds to requests for information.
4. Serves as a liaison and point of contact between the HRSSC and internal business customers; ~~to~~ provides technical and functional leadership, training, and guidance on HRSSC human resources policies and programs. ~~Assists in the resolution of complex issues.~~
6. Manages employee attendance and reinforces attendance control policies, to ensure accurate timekeeping and adherence to Postal policies and procedures (e.g., FMLA, Injury Compensation, USERRA). Facilitates compliance with labor contracts for bargaining unit positions.
7.

~~Monitors the work of others to ensure compliance with applicable federal and postal policies and procedures, which includes organizing and making assignments; coordinating and monitoring the work; and providing training and technical guidance.~~

~~Provides oversight and leadership for a medium size staff. Creates an environment promoting team building, conflict management, coaching & mentoring.~~

SUPERVISION

Supervisor, HRSSC Operations

SELECTION METHOD

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

REQUIREMENTS

- ~~1. Knowledge of records management techniques sufficient to develop procedures for the maintenance of both paper and electronic filing and tracking systems, including procedures for appropriate handling of confidential employee information. Knowledge of information/records management, including the development and maintenance of both hardcopy and electronic office filing systems. (#2,6)~~
- ~~2. Ability to manage the work performance of staff, including evaluating performance against goals, providing technical guidance and feedback, identifying training needs, and establishing individual development plans. Ability to supervise the work performance of staff, which includes scheduling and time and attendance functions, evaluating performance against goals, providing technical guidance and feedback, and building effective work relationships. (#1,6)~~

~~Ability to oversee research for the purpose of developing responses to inquiries, or problem resolutions.~~

- ~~3. Ability to serve as liaison and/or organizational representative to internal and external stakeholders sufficient to provide direction and guidance regarding policies and procedures, and coordinate resolution to inquires, and problem solve discrepancies. organizations. (#3,4,5)~~
- ~~4. Ability to communicate orally and in writing sufficient to prepare and present reports, proposals and recommendations. (#3,4,5)~~

~~Ability to create an environment which promotes team building, conflict management, coaching & mentoring.~~

- ~~5. Knowledge of federal regulations, postal policies and procedures related to call center and shared services activities including, compensation and benefit programs, personnel programs,~~

staffing and/or complement changes, at a level sufficient to provide related interpretation and guidance. (#2,3,4,5)

a.

~~Ability to research industry best practices and standards to identify trends and insights and inform recommendations for process improvements and standard work.~~

6. Ability to create process and procedure flows, data-driven reports, and presentations to identify and develop recommendations for process improvements and standards of work. (#3,4)~~and transfer knowledge regarding call center activities and industry best practices.~~

7. Knowledge of the provisions of local and national bargaining unit agreements, including job bidding, overtime and grievance arbitration~~arbitration~~, sufficient to recognize and reinforce actions that facilitate compliance. (#6)

SUPV HR SHARED SERVICES (EAS-21)
OCCUPATION CODE: 0201-0085

FUNCTIONAL PURPOSE

Supervises employees responsible for processing a broad range of personnel transactions and call center activities in a human resources shared service center.

DUTIES AND RESPONSIBILITIES

1. Supervises the activities of employees responsible for one or more of the following call center and transactional activities: compensation and benefits, personnel actions, and job bidding.
2. Studies, analyzes and evaluates performance and quality of HRSSC activities; documents findings and formulates recommendations.
3. Identifies & monitors process improvements in the shared services environment.
4. Prepares and presents oral and written reports and responds to requests for information.
5. Serves as a liaison between the HRSSC and internal business customers to provide leadership, training, and guidance on HRSSC policies and programs. Assists in the resolution of complex issues.
6. Monitors the work of others to ensure compliance with applicable federal and postal policies and procedures, which includes organizing and making assignments; coordinating and monitoring the work; and providing training and technical guidance.
7. Provides oversight and leadership for a medium size staff. Creates an environment promoting team building, conflict management, coaching & mentoring.

SUPERVISION

Supervisor, HRSS Operations

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of records management techniques sufficient to develop procedures for the maintenance of both paper and electronic filing and tracking systems, including procedures for appropriate handling of confidential employee information.

2. Ability to manage the work performance of staff, including evaluating performance against goals, providing technical guidance and feedback, identifying training needs, and establishing individual development plans.
3. Ability to oversee research for the purpose of developing responses to inquiries, or problem resolutions.
4. Ability to serve as liaison and/or organizational representative to internal and external organizations.
5. Ability to communicate orally and in writing sufficient to prepare and present reports, proposals and recommendations.
6. Ability to create an environment which promotes team building, conflict management, coaching & mentoring.
7. Knowledge of federal regulations, postal policies and procedures related to compensation and benefit programs, personnel programs, staffing and/or complement changes, at a level sufficient to provide related interpretation and guidance.
8. Ability to review data to make recommendations for process improvements and standard work.

SUPV HRSSC CALL /WORKFORCE MGMT (EAS-21)
OCCUPATION CODE: 0201-0193

FUNCTIONAL PURPOSE

Supervises staff responsible for call center activities, including handling inbound and outbound telephone calls and transactional work in a human resources shared service environment.

DUTIES AND RESPONSIBILITIES

1. Manages the full range of human resources shared service call center activities and identifies continuous process improvement opportunities. 2.,,Monitors calls and the processing of transactions to ensure established Service Level Agreements for Customer Satisfaction, First Call Resolution, Average Speed to Answer (ASA), and other key performance indicators.
2. Utilizes call center management tools to monitor calls and provide coaching to employees to ensure quality and compliance with policies and to drive center results.
3. Provides leadership, training and guidance to employees regarding HRSSC activities and assist in the resolution of complex issues.
4. Provides technical advice, functional guidance and policy clarification on the full range of human resources policies and programs for internal and external customers.
5. Serves as point of contact for HR Shared Service Center's call center phone team. Researches and analyzes complex and unique issues.

SUPERVISION

Supervisor Personnel Processing Support

SELECTION METHOD

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

REQUIREMENTS

1. Knowledge of personnel administration activities and programs including hiring, staffing, and personnel services.
2. Ability to manage inbound and outbound call volume consisting of multiple call types and multi-tiered skill based routing logic.

3. Knowledge of policies, procedures and standards related to Call Center management, including data gathering and trend analysis.
4. Knowledge of staffing management methods for call centers, including workforce management software for creating staffing models and managing staffing plans.
5. Ability to create process and procedure flows, data driven reports and presentations to identify and transfer knowledge regarding call center and leadership best practices with exceptional oral and written communication skills.
6. Ability to oversee research for the purpose of developing responses to inquiries, or problem resolutions.
7. Ability to oversee and coordinate the work of others in order to meet production and quality goals, including planning, organizing and assigning work activities, and facilitating the flow of work-related information.
8. Ability to supervise the work performance of staff, including evaluating performance against goals, providing technical guidance and feedback, identifying training needs, and establishing individual development plans.