



March 5, 2003

MANAGERS, HUMAN RESOURCES (AREAS)

SUBJECT: Revised Associate Supervisor Placement Policy

As you are aware, in accordance with our Associate Supervisor Program (ASP) placement policy approximately 1440 Associate Supervisor, EAS-15 graduates are scheduled for placement effective March 8, into EAS-17 initial-level supervisory positions (Customer Services or Distribution Operations). Please note the attached implementation package is intended to provide policy, guidance, and facilitate placement of associate supervisors.

The placement process outlined in our December 5, 2001, memo has been revised to better meet our current operational needs. Please note every associate supervisor who has successfully completed the ASP training is deemed as having met the qualifications for the initial-level supervisor position. This is a critical point every selecting official must be made aware of as they prepare to make selections.

ASP placement will occur in multiple phases:

Phase I: Repositioning

All current supervisors, EAS 17 and all ASP graduates, EAS 15 will be provided an opportunity to reassign to another initial level supervisor position within local commute. The purpose of this posting is to provide all initial-level supervisors an opportunity to move to a residual vacancy as well as provide an opportunity to gain new skills in a cross-track supervisor assignment as appropriate. A special seven-day posting announcing vacancies for supervisor, Customer Services and Distribution Operations positions will be advertised. Eligibility will be limited to current supervisors and ASP graduates.

Phase II: Placement into Residual Authorized Vacancies

At the close of the Phase I period, Human Resources (HR) and Operations in each performance cluster will assess their supervisor complement needs. Vacant authorized initial-level supervisor positions will be filled through the placement of supervisors from the remaining pool of unassigned graduates. Supervisors will be selected and directly reassigned within commuting area and within their current career track.

The district Human Resources office will be responsible for administering the selection and placement process. Since the placement process is a critical component in monitoring our complement, the districts will be required to work closely with the area HR managers to insure successful implementation.

Upon completion of Phase II, evaluate the number of unassigned supervisors and vacancies within or outside the career track and provide Selection, Evaluation, and Recognition with a status update. As we assess our complement shifts we will determine what additional repositioning tools must be considered.

Please review the implementation package for specific details and follow accordingly. If you have any questions, please contact Liz Hepner at (202) 268-2295.



Susan M. LaChance

Attachments

cc: DeWitt Harris
John Mularski
Jan Smith
Bob Palva
National Association of Postal Supervisors
Area ASP Coordinators

**ASSOCIATE SUPERVISOR PROGRAM PLACEMENT
COMMUNICATION TIMELINE**

COMMUNICATION ACTIVITY	DATE
Telecon with area Human Resources managers	February 28, 2003
Placement of Associate Supervisors in EAS-17 into supervisor positions (Customer Services or Distribution Operations)	March 8, 2003
Special Posting (Seven Days) – Limited eligibility	March 10-17, 2003
Phase I: Selections completed	March 28, 2003
Status update from area ASP coordinators	April 2, 2003
Phase II: A review of unassigned supervisors and existing vacancies is conducted. Reassign supervisors within commuting area and within career track.	April 11, 2003
Phase III: Evaluation of remaining vacancies and unassigned supervisors.	April 25, 2003
Status update from area ASP coordinators	May 2, 2003

**ASSOCIATE SUPERVISOR PROGRAM (ASP)
REVISED PLACEMENT POLICY
March 8, 2003**

PURPOSE

To develop a structured process for placing Associate Supervisors, EAS-15 into Initial-level Supervisor, EAS-17 positions (Customer Service or Distribution Operations).

BACKGROUND

The Associate Supervisor Program (ASP) continues to be a valuable training, producing well-trained graduates capable of fulfilling the supervisory position. Associate supervisors should be utilized to the fullest extent possible to provide relief for leave, days off, as well as reducing 204B hours, overtime, and should continue to be used in that fashion. The placement of associate supervisors will continue our efforts to place employees where they are needed. In accordance with the ASP placement policy, approximately 1440 associate supervisor, EAS-15 graduates are scheduled for placement effective March 8, into Initial-level Supervisor, EAS-17 positions (Customer Services or Distribution Operations).

PLACEMENT PROCESS

ASP placement will occur in multiple phases referenced below:

Phase I

- 1) Effective March 8, directly promote associate supervisors to the initial-level supervisor vacancies.
- 2) A special seven-day posting announcing vacancies of supervisor, Customer Services and Distribution Operations positions limited to current supervisors and ASP graduates will occur.
- 3) Associate supervisors prepare page 1 and 2 of PS Form 991 application.
- 4) Interviewing associate supervisors prior to making selections into the EAS-17 supervisor positions is optional.
- 5) Selections into EAS-17 supervisor positions are made and vacancies filled.
- 6) If more associate supervisors than vacancies exist, the remaining unassigned supervisors continue on to Phase II.

Phase II

- 1) Human Resources manager or designee reviews the number of supervisors and number of vacancies in the same career track and coordinates effort with the selecting official.
- 2) Selecting official will review pages 1 and 2 of the 991, select, and directly reassign to EAS-17 vacancies within commuting area and career track. If repositioning results in a new vacancy, you may consider posting the vacancy or directly reassigning supervisors to EAS-17 vacancies within commuting area and current career track.
- 3) Unassigned supervisors who do not apply for vacancies within their career track will be directly reassigned within commuting area and the current career track in chronological order by training completion date. If multiple supervisors have the same training date, they are listed in alphabetical order by last name.

Phase III

Assessment will be conducted to determine what additional tools are needed to reposition the workforce.

SAMPLE LETTER



Enter date here

SUPERVISORS, CUSTOMER SERVICE (DISTRICTS)
SUPERVISORS, DISTRIBUTION OPERATIONS (DISTRICTS)
ASSOCIATE SUPERVISORS, CUSTOMER SERVICE (DISTRICTS)
ASSOCIATE SUPERVISORS, DISTRIBUTION OPERATIONS (DISTRICTS)

SUBJECT: "Special Posting" for Initial-level Supervisors and Associate Supervisors

The attached "special posting" will enable us to meet operational needs and simultaneously allow you the opportunity to express interest in vacancies within your geographic area of consideration. At this time, most performance clusters have a greater need for Customer Service supervisors opposed to Distribution Operations.

This special posting will enable you to expand your future career opportunities in an alternate career track. Please submit pages 1 and 2 of Form 991. If you apply and receive a reassignment to a supervisory position in the opposite career track, we are committed to providing training to those interested in gaining a broader functional knowledge. This will be a voluntary reassignment. By accepting this voluntary reassignment request, you will be relinquishing your current assignment/job title. After the effective date of this voluntary reassignment, you will be provided with the appropriate functional developmental training.

After selections are made from the preferences expressed as a result of the special posting, unassigned supervisors, EAS-17 will be placed in the remaining residual vacancies that match the career track in which you were trained. Direct placement will occur in vacancies that exist within your local geographic area.

Please take the opportunity to carefully consider the attached vacancy package and how it may better serve your personal needs (i.e. hours, days off, commuting, etc.).

If you have any questions, please contact John M. Doe, manager, Human Resources at (000) 000-0000.

John M. Doe
Manager
Human Resources (XXX District)

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-

FAX:

Sample Vacancy Announcement

SPECIAL POSTING

Position Number:

Issue Date: March 10, 2003

Closing Date: March 17, 2003

LOCATION:**TITLE:** Supervisor, Customer Services; and Supervisor, Distribution Operations**GRADE:** E.A.S. - 17**FLSA DESIGNATION:****OCCUPATION CODE:** Supervisor, Customer Services-2310-0022

Supervisor, Distribution Operations 2315-0066

NON-SCHEDULED DAYS:**HOURS:****SALARY RANGE:** \$ -\$**FINANCE NUMBER:****PERSONS ELIGIBLE TO APPLY:** All qualified E.A.S - 17 Supervisor, Customer Service or Distribution Operation and E.A.S. - 15 Associate Supervisors whose permanent duty stations are within local commuting distance of the vacancy office are eligible to apply for this position.**NOTE:** For this "Special Posting", applicants need only complete and submit Form 991, Application for Promotion, pages 1 and 2. Applicants do not need to submit any additional statements of qualifications.**FUNCTIONAL PURPOSE:** Supervisors a group of employees, in the delivery, collection, and distribution of mail, and in window service activities within a post office, station or branch, or detached unit.**REQUIREMENTS FOR SUPERVISOR, CUSTOMER SERVICE:**

1. Knowledge of Customer Services policies, programs, and procedures sufficient to oversee carrier, and window service activities.
2. Knowledge of performance measurement systems and standards, and customer satisfaction indicators, as they relate to customer service operations.
3. Ability to communicate information, instructions, or ideas to individuals or groups sufficient to provide guidance, resolve problems, facilitate information flow and write reports.

REQUIREMENTS FOR SUPERVISOR, DISTRIBUTION OPERATIONS:

1. Knowledge of Distribution Operations policies, programs, and procedures sufficient to oversee automated, mechanized, and/or manual processing and distribution operations.
2. Knowledge of performance measurement systems and standards, and customer satisfaction indicators, as they relate to mail processing operations.
3. Ability to communicate information, instructions, or ideas to individuals or groups sufficient to provide guidance, resolve problems, facilitate information flow and write reports.

MAIL TO:**HOW TO APPLY:**

THE UNITED STATES POSTAL SERVICE IS AN EQUAL OPPORTUNITY EMPLOYER. THE UNITED STATES POSTAL SERVICE PROVIDES REASONABLE ACCOMMODATION TO QUALIFIED INDIVIDUALS WITH DISABILITIES. IF YOU NEED A REASONABLE ACCOMMODATION FOR ANY PART OF THE APPLICATION, BIDDING, INTERVIEW, AND/OR SELECTION PROCESS, PLEASE CONTACT THE OFFICE IDENTIFIED ON THE VACANCY ANNOUNCEMENT. THE DECISION ON GRANTING REASONABLE ACCOMMODATION WILL BE ON A CASE-BY-CASE BASIS.

ASP PLACEMENT PROCESS

March 8, 2003

Phase I

Process Form 50 to promote Associate Supervisors, EAS-15 who are scheduled for placement (18-month) on March 8, 2003 to Supervisor EAS-17. (approximately 1440)

Post vacant Supervisor positions EAS-17 (special posting 7-day vacancy announcement) Limit eligibility to current SCS, SDO, & ASP Graduates

Unassigned EAS-17 Supervisors apply for vacant Supervisor positions EAS-17. Standard EAS Selection (Submit: pages 1 & 2 of 991)

Selections into EAS-17 supervisor positions. Vacancies filled.

Remaining unassigned supervisors continue on to Phase II

Phase II

HR manager or designee reviews the number of Supervisors & number of vacancies in the same career track and coordinates effort with the selecting official.

Selecting official will review page 1 & 2 of 991, select & directly reassign to EAS-17 vacancies within commuting area & career track.

Vacancies filled.

Remaining unassigned Supervisors continue on to Phase III

Phase III

Assessment will be conducted to determine what additional tools are needed to reposition workforce.