



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
1727 KING STREET, SUITE 400
ALEXANDRIA, VA 22314-2753
(703) 836-9660

January 15, 2021

Board Memo 005-2021: USPS Implementation of 20 Hour Acting CSC Training

Executive Board,

USPS Headquarters sent a memo earlier this week detailing the implementation of an *Acting Customer Service Supervisor Training* 20-hour instructor led course.

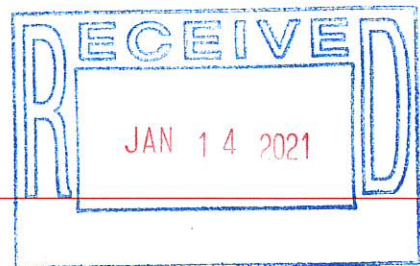
Please see the attached memorandum for more information.

This Board Memo will be posted on the NAPS website. Please share with your members. Thank you and be safe.

Thank you,

NAPS HQ

LABOR RELATIONS



January 11, 2021

Mr. Brian J. Wagner
President
National Association of Postal
Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian,

As a matter of information, the Postal Service will implement *Acting Customer Service Supervisor Training* in 2021. This will be a 20-hour instructor led course.

The *Acting Customer Service Supervisor Training* provides initial knowledge-based training. This training includes an overview of handbooks, manuals and systems that are utilized by the Supervisor, Customer Services and application of this training through role-play sessions.

Please contact James Timmons at extension 2324 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson", with a large, sweeping flourish extending to the right.

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosure