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
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,

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosure