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LABOR RELATIONS



November 5, 2021

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

Dear Mr. Butts

This is in reference to our September 17 correspondence (enclosed) proposing revisions to the position descriptions of the Manager, Surface Transfer Center (STC).

Following consultation with you the Postal Service has decided pursuant to Title 39 US Code § 1004 to proceed with implementation of revisions as presented and discussed with your organization and as outlined in our September 17 correspondence.

Please see the attached position descriptions that reflect the updated workload factors.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson", written over a horizontal line.

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosures



September 17, 2021

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

Dear Ivan:

The Postal Service is proposing revisions to the position descriptions of the Manager, Surface Transfer Center (STC). These revisions include establishment of new grades of several STC Manager positions.

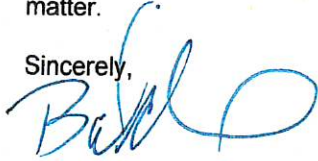
Managers in positions that are recommended for a position upgrade will be eligible for a 4% salary increase. The table below references current grades for each STC manager position and the proposed grades. The table also includes the proposed grade of the recently established STC facilities.

FACILITY	OLD MODEL	NEW MODEL	
	Mgr STC Level	Mgr STC Level	Encumbered
Atlanta STC	-	EAS-22	-
Capital Metro STC	-	EAS-22	-
New England MA STC	-	EAS-22	-
New Jersey STC	-	EAS-24	-
Northern CA STC	-	EAS-20	-
Southern CA STC	-	EAS-22	-
Salt Lake City STC	EAS-19	EAS-20	Yes
Central Florida STC	EAS-20	EAS-20	No
Chicago STC	EAS-20	EAS-24	Yes
Kansas City KS STC	EAS-20	EAS-20	Yes
Memphis TN STC	EAS-20	EAS-22	Yes
Dallas TX STC	EAS-21	EAS-24	Yes
Indianapolis STC	EAS-21	EAS-24	No
<b>Total</b>	<b>7</b>	<b>13</b>	

Pursuant to Title 39, U.S. Code, § 1004 (d), please provide any questions or recommendations you might have regarding this matter. The position descriptions are enclosed for your review. We look forward to your soonest possible recommendations in order to expedite establishment and deployment of these positions and apply the position upgrades to eligible incumbents.

Please contact me at extension 7773 if you wish to discuss or if you have questions concerning this matter.

Sincerely,



Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosures

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**MGR SURFACE TRANSFER CENTER EAS-20**

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**FUNCTIONAL PURPOSE**

Oversees the processing, distribution, dispatch and transportation of mail operations for a small Surface Transfer Center (STC); manages compliance and contractual requirements of the terminal handling service (THS) to ensure operational plans and services standards are met within an assigned network.

**OPERATIONAL REQUIREMENTS**

This job manages a Level 3 Surface Transfer Center. The Surface Transfer Center Level is based on a workload factor model that includes annual trips, working handling units, and crossdock containers.

**DUTIES AND RESPONSIBILITIES**

1. Coordinates the activities of the terminal handler, to include THS processing time, transfer time, quality assurance, and USPS policies and procedures. Monitors the sorting and dock operations to ensure timely and efficient dispatch of mail within assigned STC facilities; identifies problems and operational inefficiencies and makes recommendations for changes and improvements.
2. Manages USPS coordinators and Network Specialists that ensure THS contract compliance as well as timely and efficient dispatch of mail within assigned STC networks; identifies problems and operational inefficiencies and recommends changes and improvement. Manages funding and penalties regarding contract with THS.
3. Maintains files on THS contractor performance; initiates investigations of contract irregularities and contract penalties as appropriate; maintains performance through Key Process Indicators (KPIs) applying penalties when weekly targets not achieved; documents and meets weekly with supplier for corrective actions on failures to implement corrective actions for improvements.
4. Manages a quality control program to ensure proper handling, transfer, and dispatch of mails through the facility by the contractor in order to prevent service failures; oversees the performance of required quality control tests and recommends process improvements.
5. Monitors and ensures compliance with all terms of the THS contract including distribution, staffing and dispatch as well as transportation policies and procedures; coordinates the dissemination of information and guidance on mail handling, dispatch and routing to all network cities.
6. Conducts special studies and analyses to improve operational performance, equipment usage, and transportation schedules, and to reduce transportation costs; recommends and implements changes to operations as necessary.
7. Analyzes operational data relative to mail distribution and dispatch operations; THS contractor performance and equipment utilization; provides data to Supply Management for use in contract negotiation; monitors expenditures and provides budget recommendations.

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**MGR SURFACE TRANSFER CENTER EAS-20**

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8. Contracting Officer Representative (COR) for Terminal Handler Services (THS). Validates and approves supplier invoicing through weekly pay certification and adjustments; maintains and controls funding; provides funding for individual Customer Line Item Numbers (CLIN) to maintain and support contractual services being performed.
9. Manages highway contractor performance; analyzes forms and reports; determines when additional or alternate transportation is required; coordinates changes with affected plant managers. Performs corrective action process for supplier deficiencies and monitors for improvement; communicates and provides documentation to Transportation Strategies when suppliers fail to improve deficiencies timely.
10. Observes the distribution and dispatch of the mail to ensure the safety of others and compliance with all federal environmental and safety regulations.
11. Develops and updates contingency plans to manage during unforeseen circumstances.

**SUPERVISION**

Headquarters, Director of Surface Transfer Centers

**SELECTION METHOD**

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

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**MGR SURFACE TRANSFER CENTER EAS-20**  
Occupation Code: 2330-0155

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**REQUIREMENTS**

1. MANAGER INDEPENDENT MAIL TRANSFER CE 20 - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to monitor and assess contracted equipment and services.
2. MGR SURFACE TRANSFER CENTER 2 - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Knowledge of contracts sufficient to monitor compliance, certify payments and adjudicate irregularities.
3. SUPV FOREIGN MAIL PLANNING 17 4 - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to communicate information, instructions, or ideas to individuals or groups sufficient to provide guidance, resolve problems, facilitate information flow and write reports.
4. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Knowledge of mail transportation and routing operations to reduce service impacts.
5. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to collect and analyze data sufficient to track, monitor, and evaluate operational performance and trends of service achievement.
6. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to analyze transportation delays to identify HCR failures and make recommendations for improvement.
7. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to monitor and evaluate contractor performance, investigate irregularities and determining root cause for improvement opportunities.
8. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to manage the work of others to meet service objectives, including organizing, scheduling, monitoring, and evaluating the work; providing feedback and facilitating the flow of work-related information.

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**MGR SURFACE TRANSFER CENTER EAS-22**

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**FUNCTIONAL PURPOSE**

Oversees the processing, distribution, dispatch and transportation of mail operations for a medium Surface Transfer Center (STC); manages compliance and contractual requirements of the terminal handling service (THS) to ensure operational plans and services standards are met within an assigned network.

**OPERATIONAL REQUIREMENTS**

This job manages a Level 2 Surface Transfer Center. The Surface Transfer Center Level is based on a workload factor model that includes annual trips, working handling units, and crossdock containers.

**DUTIES AND RESPONSIBILITIES**

1. Coordinates the activities of the terminal handler, to include THS processing time, transfer time, quality assurance, and USPS policies and procedures. Monitors the sorting and dock operations to ensure timely and efficient dispatch of mail within assigned STC facilities; identifies problems and operational inefficiencies and makes recommendations for changes and improvements.
2. Manages USPS coordinators and Network Specialists that ensure THS contract compliance as well as timely and efficient dispatch of mail within assigned STC networks; identifies problems and operational inefficiencies and recommends changes and improvement. Manages funding and penalties regarding contract with THS.
3. Maintains files on THS contractor performance; initiates investigations of contract irregularities and contract penalties as appropriate; maintains performance through Key Process Indicators (KPIs) applying penalties when weekly targets not achieved; documents and meets weekly with supplier for corrective actions on failures to implement corrective actions for improvements.
4. Manages a quality control program to ensure proper handling, transfer, and dispatch of mails through the facility by the contractor in order to prevent service failures; oversees the performance of required quality control tests and recommends process improvements.
5. Monitors and ensures compliance with all terms of the THS contract including distribution, staffing and dispatch as well as transportation policies and procedures; coordinates the dissemination of information and guidance on mail handling, dispatch and routing to all network cities.
6. Conducts special studies and analyses to improve operational performance, equipment usage, transportation schedules, and reduction in transportation costs; recommends and implements changes to operations as necessary.
7. Analyzes operational data relative to mail distribution and dispatch operations; THS contractor performance and equipment utilization; provides data to Transportation Strategies for use in contract negotiation ; monitors expenditures and provides budget recommendations.

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**MGR SURFACE TRANSFER CENTER EAS-22**

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8. Contracting Officer Representative (COR) for Terminal Handler Services (THS). Validates and approves supplier invoicing through weekly pay certification and adjustments; maintains and controls funding; provides funding for individual Customer Line Item Numbers (CLIN) to maintain and support contractual services being performed.
9. Manages highway contractor performance; analyzes forms and reports; determines when additional or alternate transportation is required; coordinates changes with affected plant managers. Performs corrective action process for supplier deficiencies and monitors for improvement; communicates and provides documentation to Transportation Strategies when suppliers fail to improve deficiencies timely.
10. Observes the distribution and dispatch of the mail to ensure the safety of others and compliance with all federal environmental and safety regulations.
11. Develops and updates contingency plans to manage during unforeseen circumstances.

**SUPERVISION**

Headquarters, Director of Surface Transfer Centers

**SELECTION METHOD**

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

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**MGR SURFACE TRANSFER CENTER EAS-22**  
Occupation Code: 2330-0156

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**REQUIREMENTS**

1. MANAGER INDEPENDENT MAIL TRANSFER CE 20 - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to monitor and assess contracted equipment and services.
2. MGR SURFACE TRANSFER CENTER 2 - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Knowledge of contracts sufficient to monitor compliance, certify payments and adjudicate irregularities.
3. SUPV FOREIGN MAIL PLANNING 17 4 - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to communicate information, instructions, or ideas to individuals or groups sufficient to provide guidance, resolve problems, facilitate information flow and write reports.
4. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Knowledge of mail transportation and routing operations to reduce service impacts.
5. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to collect and analyze data sufficient to track, monitor, and evaluate operational performance and trends of service achievement.
6. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to analyze transportation delays to identify HCR failures and make recommendations for improvement.
7. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to monitor and evaluate contractor performance, investigate irregularities and determining root cause for improvement opportunities.
8. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to manage the work of others to meet service objectives, including organizing, scheduling, monitoring, and evaluating the work; providing feedback and facilitating the flow of work-related information.

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**MGR SURFACE TRANSFER CENTER EAS-24**

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**FUNCTIONAL PURPOSE**

Oversees the processing, distribution, dispatch and transportation of mail operations for a large Surface Transfer Center (STC); manages compliance and contractual requirements of the terminal handling service (THS) to ensure operational plans and services standards are met within an assigned network.

**OPERATIONAL REQUIREMENTS**

This job manages a Level 1 Surface Transfer Center. The Surface Transfer Center Level is based on a workload factor model that includes annual trips, working handling units, and crossdock containers.

**DUTIES AND RESPONSIBILITIES**

1. Coordinates the activities of the terminal handler, to include THS processing time, transfer time, quality assurance, and USPS policies and procedures. Monitors the sorting and dock operations to ensure timely and efficient dispatch of mail within assigned STC facilities; identifies problems and operational inefficiencies and makes recommendations for changes and improvements.
2. Manages USPS coordinators and Network Specialists that ensure THS contract compliance as well as timely and efficient dispatch of mail within assigned STC networks; identifies problems and operational inefficiencies and recommends changes and improvement. Manages funding and penalties regarding contract with THS.
3. Maintains files on THS contractor performance; initiates investigations of contract irregularities and contract penalties as appropriate; maintains performance through Key Process Indicators (KPIs) applying penalties when weekly targets not achieved; documents and meets weekly with supplier for corrective actions on failures to implement corrective actions for improvements.
4. Manages a quality control program to ensure proper handling, transfer, and dispatch of mails through the facility by the contractor in order to prevent service failures; oversees the performance of required quality control tests and recommends process improvements.
5. Monitors and ensures compliance with all terms of the THS contract including distribution, staffing and dispatch as well as transportation policies and procedures; coordinates the dissemination of information and guidance on mail handling, dispatch and routing to all network cities.
6. Conducts special studies and analyses to improve operational performance, equipment usage, and transportation schedules, and to reduce transportation costs; recommends and implements changes to operations as necessary.
7. Analyzes operational data relative to mail distribution and dispatch operations; THS contractor performance and equipment utilization; provides data to Supply Management for use in contract negotiation; monitors expenditures and provides budget recommendations.

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**MGR SURFACE TRANSFER CENTER EAS-24**

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8. Contracting Officer Representative (COR) for Terminal Handler Services (THS). Validates and approves supplier invoicing through weekly pay certification and adjustments; maintains and controls funding; provides funding for individual Customer Line Item Numbers (CLIN) to maintain and support contractual services being performed.
9. Manages highway contractor performance; analyzes forms and reports; determines when additional or alternate transportation is required; coordinates changes with affected plant managers. Performs corrective action process for supplier deficiencies and monitors for improvement; communicates and provides documentation to Transportation Strategies when suppliers fail to improve deficiencies timely.
10. Observes the distribution and dispatch of the mail to ensure the safety of others and compliance with all federal environmental and safety regulations.
11. Develops and updates contingency plans to manage during unforeseen circumstances.

**SUPERVISION**

Headquarters, Director of Surface Transfer Centers

**SELECTION METHOD**

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

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**MGR SURFACE TRANSFER CENTER EAS-24**  
Occupation Code: 2330-0157

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**REQUIREMENTS**

1. MANAGER INDEPENDENT MAIL TRANSFER CE 20 - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to monitor and assess contracted equipment and services.
2. MGR SURFACE TRANSFER CENTER 2 - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Knowledge of contracts sufficient to monitor compliance, certify payments and adjudicate irregularities.
3. SUPV FOREIGN MAIL PLANNING 17 4 - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to communicate information, instructions, or ideas to individuals or groups sufficient to provide guidance, resolve problems, facilitate information flow and write reports.
4. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Knowledge of mail transportation and routing operations to reduce service impacts.
5. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to collect and analyze data sufficient to track, monitor, and evaluate operational performance and trends of service achievement.
6. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to analyze transportation delays to identify HCR failures and make recommendations for improvement.
7. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to monitor and evaluate contractor performance, investigate irregularities and determining root cause for improvement opportunities.
8. MGR SURFACE TRANSFER CENTER - Essential  
Scale: Yes/No Qualification Proficiency: Yes  
Ability to manage the work of others to meet service objectives, including organizing, scheduling, monitoring, and evaluating the work; providing feedback and facilitating the flow of work-related information.

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