

Final Staffing Proposal

**Manager, Post Office Operations &
Manager, Customer Service Operations**

June 2015

Manager Customer Service Operations (MCSO) work in large Post Offices and manage the day to day activities of several stations & branches.

- Current Criteria: 1 MCSO authorized per 10 carrier stations

- New MCSO workload indicators include:
 - Workload Service Credits from the PS150 (50%)
 - # of Authorized EAS management positions (25%)
 - # of Delivery Zip Codes –City, Rural, HCR (15%)
 - Weighted facility credit, based on # and type of facilities- (Carrier Stations, Finance Units, & CPUs) (10%)

MCSO Staffing Matrix

- Workload indicators are weighted to determine a total score
- Total score determines the number of earned MCSO's based on the Matrix
- Two levels of MCSOs: EAS-23 and EAS-25
- All MCSO's are EAS-23 except:
 - One EAS-25 MCSO authorized only when the Post Office has a Level 24 Station

**Manager, Customer Service
Operations Matrix**

Min Range	Max Range	# of MCSO Earned
0	1.24	1
1.25	1.99	2
2	2.99	3
3	3.99	4
4	4.99	5
5	-	6

- MCSOs reallocated based on overall workload
- Net gain of 18 MCSO's (144 positions to 162)
 - ◆ 14 offices lose
 - ◆ 31 offices gain
 - ◆ 54 offices with no change in # of MCSOs
- MCSOs would only be allocated in PCES and complex EAS-26 offices

Grade Level	Current Authz	Proposed	Delta
EAS-21	1	-	-1
EAS-22	9	-	-9
EAS-23	116	137	+21
EAS-24	8	-	-8
EAS-25	10	25	+15
Grand Total	144	162	+18

Manager Post Office Operations (MPOO) provide operational oversight to large numbers of post offices within a District.

- Current criteria: 1 MPOO for every 100 offices
- New MPOO workload indicators include:
 - Workload Service Credits from the PS150s (50%)
 - # of Authorized EAS management positions (30%)
 - # of offices within the District (20%)

MPOO Staffing Matrix

- Workload indicators are weighted to determine a total score
- Total score determines the number of earned MPOO's for the District based on the Matrix
- The grade level distribution is based on the office levels with in the District.
- Three levels of MPOOs: EAS-22, 23 & 25
- No Senior MPOO

**Manager, Post Office
Operations Matrix**

Min	Max	# MPOOs Earned
0	6.99	1
7	12.99	2
13	18.99	3
19	24.99	4
25	30.99	5
31	36.99	6
37	42.99	7
43		8

MPOO Grade Levels & Results

- EAS-25 MPOO's
 - District must have at least two Level 24 offices to earn a 25 MPOO
 - District with ten or more Level 24 offices earn two 25 MPOOs
- EAS-22 MPOO's
 - Total PTPO (6 hour), Level 18, 20 and 21 Post Offices within the District determine the number of EAS-22 MPOO's
 - RMPOs not included as they report to APO
- The balance of earned MPOO's are EAS-23

Grade Level	Current Auth	Proposed	Change
EAS-22	107	153	+46
EAS-23	114	83	-31
EAS-25	125	56	-69
Grand Total	346	291	-54