



April 10, 2023

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

Dear Ivan:

A recent analysis was conducted of support positions that are assigned to the Level 1 Post Offices, specifically the Post Office Support Specialist and the Retail Support Specialist.

Employees in these positions provide support to their assigned office and it includes both retail support and post office support. A new job description is being established to more accurately reflect the work that is performed by employees in these positions under Level 1 Post Office Support.

Attached are the current and new job descriptions and the table below depicts the proposed changes:

Current Title, Level	Occ Code	Employee Count	New Title, Level	Occ Code
POST OFFICE SUPPORT SPECIALIST EAS-19	2305-0235	20	RETAIL & PO SUPPORT SPECIALIST EAS-19	2305-XXXX
RETAIL SUPPORT SPECIALIST EAS-19	2305-0187	24		

The 44 employees, currently assigned as a Post Office Support Specialist EAS-19 or Retail Support Specialist EAS-19 will be reassigned to the position of Retail & PO Support Specialist EAS-19. This change will not result in any change to grade, salary, tenure, reporting manager, work location or FLSA status.

Thank you,

Bruce A. Nicholson
Director
Labor Relations Policy and Programs

Enclosures

RETAIL & PO SUPPORT SPEC (EAS-19)
OCCUPATION CODE: 2305-XXXX

FUNCTIONAL PURPOSE

Supports Level 1 post offices on implementation, reporting, and training on national customer service policies, programs, and procedures. Reviews operational and customer service performance of retail units to ensure compliance with standards and requirements.

DUTIES AND RESPONSIBILITIES

1. Provides Level 1 post office support and guidance on the implementation of customer service, policies and procedures to stakeholders. Provides training and monitors adherence to requirements.
2. Conducts statistical operational studies and analyzes service standard performance relative to customer service operations. Provides support and assistance to new or modified facilities; monitors facility conditions and activities for compliance and ensures test plans are implemented correctly. Evaluates study results and provides operating managers with alternative process solutions to improve quality and service performance.
3. Provides support, planning, and guidance on function four reviews to stakeholders. Monitors improvement action plans and reviews unit schedules to ensure operational efficiency and make recommendations for adjustments. Oversees integrated operating plans and provides guidance on adjusting schedules to match operational needs.
4. Participates in the development, review, and update of customer service schedules. Supports the preparation of documentation to implement schedule/function four job changes and assists unit managers in communicating changes to affected customer service employees.
5. Analyzes and evaluates the level of customer service operations provided at Level 1 post offices, conducts model unit reviews, and performs staffing performance analyses. Makes recommendations for service improvements and supports the implementation of operations programs for cost reductions and productivity improvements.
6. Inspects retail lobbies regularly to ensure compliance with national lobby appearance standards, availability of promotional materials, and display of promotional modules and customer mailing instruction materials. Coordinates with stakeholders to determine work floor and equipment layout and image improvement efforts; recommends changes to improve lobby appearance and efficiency, increase revenue, and improve customer service.
7. Provides budget assistance to local delivery and retail operations managers; monitors staffing allocations and work hours to ensure operational moves are recorded accurately. .
8. Provides support to nationwide facilities which may include travel and working nights and/or weekends.

SUPERVISION

Post Office Support Specialist (Team Lead)

SELECTION METHOD

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

REQUIREMENTS

1. Ability to analyze data and related information in an accurate and comprehensive manner to inform and report results.
2. Ability to work independently to organize and prioritize work, communicate with others, ensure timely and accurate completion of activities, meet competing demands, and successfully accomplish goals.
3. Ability to communicate orally and in writing sufficient to document, identify and address escalating issues, and maintain contact with customers and stakeholders.
4. Knowledge of programs, policies and procedures related to customer service operations, including back-office process, safety procedures, and function 4 variance programs.
5. Ability to review retail and customer service operations including the appearance of retail lobbies and the use of advertising displays to ensure compliance with policies, processes, and standards.
6. SPECIAL CONDITION: Willingness to travel and work nights and weekends as needed.

POST OFFICE SUPPORT SPECIALIST (EAS-19)
OCCUPATION CODE: 2305-0235

FUNCTIONAL PURPOSE

Provides guidance and support to Postmasters and Station managers in the implementation and training of national customer service policies, programs and procedures. Evaluates and reports on Function 4 operational efficiencies and overall customer service-related unit performance.

DUTIES AND RESPONSIBILITIES:

1. Provides guidance and support for implementation of customer service, policies and procedures. Provides training as needed and monitors implementation to ensure adherence to requirements.
2. Conducts statistical operational studies and analyzes service standard performance relative to customer service operations. Prepares and implements quality improvement test sampling plans, uses operational and performance data to determine requirements for new or modified facilities, equipment, and staffing, evaluates study results and provides operating managers with alternative process solutions to improve quality and service performance. Monitors improvement action plans.
3. Plans, oversees and provides guidance on function four reviews. Reviews unit schedules to ensure operational efficiency. Oversees integrated operating plans and provides guidance on adjusting schedules to match operational needs.
4. Participates in the development, review, and update of customer service schedules. Supports the preparation of documentation to implement schedule/function four job changes and assists unit managers in communicating changes to affected customer service employees.
5. Analyzes and evaluates the level of customer service operations provided at stations, post offices, remote post offices and contract postal units, conducts model unit reviews, and performs staffing performance analyses. Makes recommendations for service improvements and supports the implementation of operations programs for cost reductions and productivity improvements.
6. Meets with equipment manufacturers, suppliers, and contractors relative to systems installation, operation, and maintenance; determines the work floor layout that maximizes safety and efficiency of mail and equipment flow through the facility.
7. Works with customers and large mailers to coordinate schedules of mail shipments and provides delivery and retail operational information to respond to customer inquiries.
8. Provides budget assistance to local delivery and retail operations managers and develops cost comparative analyses for capital investments.
9. Provides national level of support to nationwide facilities which may include travel and working nights and/or weekends.
10. Provides national level of support to nationwide facilities which may include travel and working nights and/or weekends.

SUPERVISION

Post Office Support Specialist (Team Lead)

SELECTION METHOD

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

REQUIREMENTS

1. Ability to analyze and evaluate data and report results.
2. Ability to attend to details sufficient to ensure accuracy and comprehensiveness of work.
3. Ability to work independently and with others; to organize and prioritize work to meet competing demands and successfully accomplish goals.
4. Ability to implement operational programs and procedures to ensure they meet established specifications.
5. Ability to communicate in writing sufficient to maintain records and prepare reports, and to prepare information related to operational programs.
6. Ability to communicate orally at a level sufficient to give technical guidance and make recommendations, provide training and instruction, and work with customers, contractors, and major mailers.
7. Knowledge of programs, policies and procedures related to customer service operations, including safety, CSV and CSAW.
8. Ability to conduct unit reviews and customer service operations reviews.
9. SPECIAL CONDITION: Willingness to travel and work nights and weekends as needed.

RETAIL SUPPORT SPECIALIST (EAS-19)
OCCUPATION CODE: 2305-0187

FUNCTIONAL PURPOSE

Provides guidance and support to Postmasters and Customer Service Managers in the implementation and training of national retail policies, programs and procedures. Coordinates the procurement, inventory and sale of postal retail merchandise with postmasters and retail managers.

DUTIES AND RESPONSIBILITIES

1. Provides guidance and support for implementation of procedures and guidelines for national and local retail programs, including lobby management, lobby equipment services, and retail service promotions, to improve lobby services and increase revenue generation.
2. Provides training as needed to retail employee and contractors on retail programs, customer satisfaction objectives, and retail equipment. Coordinates delivery of retail training and provides technical assistance in the delivery of local training.
3. Provides technical guidance and assistance to retail contractors on postal procedures, product information, and equipment. Coordinates local office support for fulfillment of retail contractor requests for postal products, supplies, and service.
4. Inspects retail lobbies regularly to ensure compliance with national lobby appearance standards, availability of promotional materials, and display of promotional modules and customer mailing instruction materials. Coordinates image improvement efforts and recommends changes to improve lobby appearance, increase revenue, and improve customer service.
5. Coordinates revenue generation programs offered outside traditional retail locations, including contract postal units, stamps on consignment, and stamps by mail programs to ensure full revenue generation potential.
6. Forecasts requirements for postal merchandise; coordinates the procurement, inventory and sale of postal retail merchandise with postmasters and retail managers; and supports national promotions with area-specific local promotions.
7. Analyzes revenue data to determine the potential for new retail sites, consolidation or discontinuance of retail units, postal vending or contract sales locations. Coordinates with other functional areas to provide optimal retail site location and service information to assist in planning efforts.
8. Coordinates efforts in support of interagency agreements related to such programs as Selective Service Registration, IRS forms distribution, Migratory Bird and Food Stamps.
9. Coordinates deployment of retail equipment.
10. Provides input on revenue and expense estimates related to retail sales and merchandising to support budget planning.

11. Provides national level of support to nationwide facilities which may include travel and working nights and/or weekends.

SUPERVISION

Manager of unit to which assigned

SELECTION METHOD

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

REQUIREMENTS

1. Ability to conduct audits of retail lobbies to ensure adequate appearance and the proper use of advertising displays.
2. Ability to communicate orally and in writing in order to coordinate activities with other functional areas and other government agencies; to provide technical advice to managers and postmasters; and to maintain contact with contractors, vendors, and the general public.
3. Knowledge of retail products and services, including Express Mail, passport applications, and Selective Service registration.
4. Ability to analyze and evaluate data and report results.
5. Ability to attend to details sufficient to ensure accuracy and comprehensiveness of work.
6. Ability to work independently and with others; to organize and prioritize work to meet competing demands and successfully accomplish goals.
7. Knowledge of retail operations, policies, programs and procedures.
8. SPECIAL CONDITION: Willingness to travel and work nights and weekends as needed.