



September 17, 2019

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

Certified Mail Tracking Number:
7016 3560 0000 7963 2162

Dear Brian:

This is in further reference to the Postal Service's notice dated May 21 (enclosed) regarding the proposed revisions to the position descriptions and qualification standards for the retail clerk positions that included:

- *Lead Sales and Services Associate (P7-07), Occupation Code: 2320-0009*
- *Sales and Services Associate (P7-06), Occupation Code: 2320-0001*
- *Sales, Services and Distribution Associate (P7-06), Occupation Code: 2320-0003*
- *Postal Support Employee (PSE) Sales, Services and Distribution Associate (New Work) (P4-06), Occupation Code: 2395-0034*
- *Postal Support Employee (PSE) Sales, Services and Distribution Associate (P4-06), Occupation Code: 2395-0017*
- *Delivery/Sales, Service and Distribution Associate (P7-06), Occupation Code: 2320-0007*

Based on feedback provided by the American Postal Workers Union (APWU), the Postal Service has reviewed the duty and responsibility regarding presort and bulk mailings and returned it to the original wording prior to the revision. Additionally, the exam requirement has been updated to reflect the new Virtual Entry Assessment CS 477. Notification of the exam revision was provided to your organization by letter dated, April 5.

Enclosed are two copies of the subject position descriptions and qualification standards, one with changes identified from the version previously sent to your organization and one finalized version. Please note the Delivery/Sales, Service and Distribution Associate position description and qualification standard has no changes from the previous version provided.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures



May 21, 2019

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

Certified Mail Tracking Number:
7016 3560 0000 7963 1202

Dear Brian:

As a matter of general interest the Postal Service intends to revise position descriptions and qualification standards for the retail clerk positions that include:

- *Lead Sales and Services Associate (P7-07), Occupation Code: 2320-0009*
- *Sales and Services Associate (P7-06), Occupation Code: 2320-0001*
- *Sales, Services and Distribution Associate (P7-06), Occupation Code: 2320-0003*
- *Postal Support Employee (PSE) Sales, Services and Distribution Associate (New Work) (P4-06), Occupation Code: 2395-0034*
- *Postal Support Employee (PSE) Sales, Services and Distribution Associate (P4-06), Occupation Code: 2395-0017*
- *Delivery/Sales, Service and Distribution Associate (P7-06), Occupation Code: 2320-0007.*

The revisions to these position descriptions are designed to enhance the overall employee and customer retail experience. The addition of lobby assistant and passport duties to the position descriptions are intended to help the Postal Service meet customer demands, provide excellent service, and increase revenue by providing a "world class customer experience".

We have enclosed:

- A copy of each job description, one with and one without changes identified.
- A copy of a narrative explanation of the purpose and effect of the proposed revisions.
- An electronic copy of the revised job descriptions.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

STD JOB DESCRIPTION

U.S. Postal Service

SALES AND SERVICES ASSOCIATE (P7-06) OCCUPATION CODE: 2320-0001

FUNCTIONAL PURPOSE:

Performs a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of store by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications, computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.

10. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

11. In addition, may assign and clear accountable items and distribute mail as required.

SUPERVISION:

Supervisor, Customer Services, or other supervisor/designee.

SELECTION METHOD:

BARGAINING UNIT:

CLERK SP-2640; KP-0013

Doc Date: 0

Occ Code: 2320-0001

DRAFT

QUALIFICATIONS

U.S. Postal Service

SALES AND SERVICES ASSOCIATE (P7-06) OCCUPATION CODE: 2320-0001

BARGAINING UNIT QUALIFICATION STANDARD

2320c

(2320-0001)

SALES AND SERVICES ASSOCIATE

DOCUMENT DATE:

FUNCTION:

Performs a variety of tasks to support sales of products and services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

421 SALES AND SERVICES (V3.9) - Essential Scale: Yes/No_Qualification Proficiency: Yes Computer Based Exam

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate the KSAs listed below. In certain circumstances, applicants may demonstrate these levels by describing examples of experience, education, or training, any of which may be non- postal. Failure to demonstrate any KSA is disqualifying.

1. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as respond appropriately to changing conditions or unique customer or coworker situations. 2. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information. 3. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals. 4. Ability to work independently refers to following either spoken or written instructions or directions, multitasking and organizing time effectively to perform work assignments, either with or without direct supervision. 5. Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms), and using

it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures. 6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion. 7. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

Applicants must successfully complete the Virtual Entry Assessment CS (477).

TRAINING/EXAMINATION REQUIREMENTS:

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate, through testing and/or practical demonstration, possession of each of the knowledge, skills and abilities covered at the level required for the job. Failure to demonstrate any KSA is disqualifying. The following KSAs are covered by this prescribed training:

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions. 2. Ability to interact with a variety of customers to gather information, evaluate service needs and respond appropriately to unique customer situations. 3. Ability to exercise courtesy and self-control in providing appropriate customer service to accomplish established goals of the functional area. 4. Ability to identify and analyze problems by gathering information from both oral and written sources and developing an appropriate course of action to resolve the situation. 5. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports. 6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention. 7. Knowledge of postal products and services including appropriate Postal regulations regarding mail service (e.g., domestic and international mail requirements, classes of mail).

PHYSICAL REQUIREMENTS:

Individual must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

When filled internally, this position usually involves a deferment period during which the senior bidder must successfully complete the prescribed training.

Sales and Services Associates must work an assigned tour and days of work. Sales and Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Sales and Services Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

Doc Date:

Occ Code: 2320-0001

STD JOB DESCRIPTION

U.S.Postal Service

SALES AND SERVICES ASSOCIATE (P7-06) OCCUPATION CODE: 2320-0001

FUNCTIONAL PURPOSE:

Performs a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of store by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. ~~Verifies~~ May verify presort and bulk mailings of all classifications, computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.

10. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

11. In addition, may assign and clear accountable items and distribute mail as required.

SUPERVISION:

Supervisor, Customer Services, or other supervisor/designee.

SELECTION METHOD:

BARGAINING UNIT:

CLERK SP-2640; KP-0013

Doc Date: 0

Occ Code: 2320-0001

DRAFT

QUALIFICATIONS

U.S.Postal Service

SALES AND SERVICES ASSOCIATE (P7-06) OCCUPATION CODE: 2320-0001

BARGAINING UNIT QUALIFICATION STANDARD

2320c

(2320-0001)

SALES AND SERVICES ASSOCIATE

DOCUMENT DATE:

FUNCTION:

Performs a variety of tasks to support sales of products and services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

421 SALES AND SERVICES (V3.9) - Essential Scale: Yes/No_Qualification Proficiency: Yes Computer Based Exam

-
~~473 BATTERY--Non-Essential Scale: Yes/No_Qualification~~

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate the KSAs listed below. In certain circumstances, applicants may demonstrate these levels by describing examples of experience, education, or training, any of which may be non- postal. Failure to demonstrate any KSA is disqualifying.

1. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as respond appropriately to changing conditions or unique customer or coworker situations. 2. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information. 3. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals. 4. Ability to work independently refers to following either spoken or written instructions or directions, multitasking and organizing time effectively to perform work assignments, either with or without direct supervision. 5.

Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms), and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures. 6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion. 7. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

Individuals must successfully complete Postal Service Test 473, which includes the following measures of job-related knowledge, skills, and abilities: A. Address Checking B. Forms Completion C. Coding & Memory D. Personal Characteristics and Experience Inventory
Applicants must successfully complete the Virtual Entry Assessment CS (477).

TRAINING/EXAMINATION REQUIREMENTS:

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate, through testing and/or practical demonstration, possession of each of the knowledge, skills and abilities covered at the level required for the job. Failure to demonstrate any KSA is disqualifying. The following KSAs are covered by this prescribed training:

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions. 2. Ability to interact with a variety of customers to gather information, evaluate service needs and respond appropriately to unique customer situations. 3. Ability to exercise courtesy and self-control in providing appropriate customer service to accomplish established goals of the functional area. 4. Ability to identify and analyze problems by gathering information from both oral and written sources and developing an appropriate course of action to resolve the situation. 5. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports. 6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention. 7. Knowledge of postal products and services including appropriate Postal regulations regarding mail service (e.g., domestic and international mail requirements, classes of mail).

PHYSICAL REQUIREMENTS:

Individual must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

When filled internally, this position usually involves a deferment period during which the senior bidder must successfully complete the prescribed training.

Sales and Services Associates must work an assigned tour and days of work. Sales and Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Sales and Services Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

SALES, SVCS/DISTRIBUTION ASSOC (P7-06)
OCCUPATION CODE: 2320-0003

FUNCTIONAL PURPOSE:

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable)
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of retail lobby by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications, computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
10. May assign and clear accountable items and distribute mail as required.

11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.

12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.

13. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

14. May perform additional duties such as: maintain records of mails; face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

SUPERVISION:

Supervisor, Customer Services, or other supervisor/designee.

SELECTION METHOD:

BARGAINING UNIT:

CLERK SP-2641; KP-0013

QUALIFICATIONS

U.S. Postal Service

SALES, SVCS/DISTRIBUTION ASSOC (P7-06) OCCUPATION CODE: 2320-0003

BARGAINING UNIT QUALIFICATION STANDARD

2320d
(2320-0003)

SALES, SERVICES AND DISTRIBUTION ASSOCIATE

DOCUMENT DATE:

FUNCTION:

Performs distribution and a variety of tasks to support sales of products and services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

421 SALES AND SERVICES (V3.9) - Essential Scale: Yes/No_ Qualification Proficiency: Yes
Computer Based Exam

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate at least minimum competency to perform these tasks satisfactorily. In certain circumstances, applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Failure to demonstrate any KSA is disqualifying.

1. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as responding appropriately to changing conditions or unique customer or coworker situations. 2. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information. 3. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals. 4. Ability to work independently refers to following either spoken or written instructions or directions, multitasking and organizing time effectively to perform work assignments, either with or without direct supervision. 5. Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g.,

on forms), and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures. 6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion. 7. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

Applicants must successfully complete the Virtual Entry Assessment CS (477).

TRAINING EXAMINATION REQUIREMENTS:

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate possession, through testing and/or practical demonstration, each of the knowledge, skills and abilities covered at the level required by the job. Failure to demonstrate any KSA is disqualifying. The following KSAs are covered by this prescribed training:

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions. 2. Ability to interact with a variety of customers to gather information, evaluate service needs and respond appropriately to unique customer situations. 3. Ability to identify and analyze problems by gathering information from both oral and written sources and developing an appropriate course of action to resolve the situation. 4. Ability to exercise courtesy and self-control in providing appropriate customer service to accomplish established goals of the functional area. 5. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports. 6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention. 7. Knowledge of postal products and services including appropriate Postal regulations regarding mail service (e.g., domestic and international mail requirements, classes of mail).

PHYSICAL REQUIREMENTS:

Individual must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

When filled internally, this position usually involves a deferment period during which the senior bidder must successfully complete the prescribed training.

Sales, Services and Distribution Associates must work an assigned tour and days of work. Sales and Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Sales, Services and Distribution Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

Doc Date:

Occ Code: 2320-0003

SALES,SVCS/DISTRIBUTION ASSOC (P7-06)
OCCUPATION CODE: 2320-0003

FUNCTIONAL PURPOSE:

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable)
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of retail lobby by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. ~~Verifies~~ May verify presort and bulk mailings of all classifications, computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
10. May assign and clear accountable items and distribute mail as required.

11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.

12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.

13. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

14. May perform additional duties such as: maintain records of mails; face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

SUPERVISION:

Supervisor, Customer Services, or other supervisor/designee.

SELECTION METHOD:

BARGAINING UNIT:

CLERK SP-2641; KP-0013

QUALIFICATIONS

U.S.Postal Service

SALES,SVCS/DISTRIBUTION ASSOC (P7-06) OCCUPATION CODE: 2320-0003

BARGAINING UNIT QUALIFICATION STANDARD

2320d
(2320-0003)

SALES, SERVICES AND DISTRIBUTION ASSOCIATE

DOCUMENT DATE:

FUNCTION:

Performs distribution and a variety of tasks to support sales of products and services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

421 SALES AND SERVICES (V3.9) - Essential Scale: Yes/No_Qualification Proficiency: Yes
Computer Based Exam

~~473 BATTERY - Non-Essential Scale: Yes/No_Qualification Proficiency: Yes~~

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate at least minimum competency to perform these tasks satisfactorily. In certain circumstances, applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Failure to demonstrate any KSA is disqualifying.

1. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as responding appropriately to changing conditions or unique customer or coworker situations. 2. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information. 3. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals. 4. Ability to work independently refers to following either spoken or written instructions or directions, multitasking and organizing time effectively to perform work assignments, either with or without direct supervision. 5. Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g.,

on forms), and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures. 6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion. 7. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

~~Individuals must successfully complete Postal Service Test 473, which includes the following measures of job-related knowledge, skills, and abilities: A. Address Checking B. Forms Completion C. Coding & Memory D. Personal Characteristics and Experience Inventory~~

Applicants must successfully complete the Virtual Entry Assessment CS (477).

TRAINING EXAMINATION REQUIREMENTS:

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate possession, through testing and/or practical demonstration, each of the knowledge, skills and abilities covered at the level required by the job. Failure to demonstrate any KSA is disqualifying. The following KSAs are covered by this prescribed training:

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions. 2. Ability to interact with a variety of customers to gather information, evaluate service needs and respond appropriately to unique customer situations. 3. Ability to identify and analyze problems by gathering information from both oral and written sources and developing an appropriate course of action to resolve the situation. 4. Ability to exercise courtesy and self-control in providing appropriate customer service to accomplish established goals of the functional area. 5. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports. 6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention. 7. Knowledge of postal products and services including appropriate Postal regulations regarding mail service (e.g., domestic and international mail requirements, classes of mail).

PHYSICAL REQUIREMENTS:

Individual must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

When filled internally, this position usually involves a deferment period during which the senior bidder must successfully complete the prescribed training.

Sales, Services and Distribution Associates must work an assigned tour and days of work. Sales and Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Sales, Services and Distribution Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

**DELIVERY/SALES SERVICES & DISTR ASSOC
(P7-06) OCCUPATION CODE: 2320-0007****FUNCTIONAL PURPOSE:**

Performs distribution and a variety of sales and customer support services for products. Delivers and collects mail on foot or by vehicle under varying conditions in any area.

DUTIES AND RESPONSIBILITIES:

1. Performs a variety of sales and customer services at a retail window. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
2. Provides sales and customer service support by greeting customers and explaining store layout. Promotes products based on customer needs and provides additional information about product features, incentives, and services to the public. Provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Maintains appearance of retail area by setting up, arranging, and replenishing displays, selling areas, work stations, storage areas and merchandise racks. Checks and sets post office postage meters. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
4. Conducts product inventories by counting items on hand. Verifies and records sales floor inventory; brings inventory discrepancies and reports to the attention of the appropriate supervisor.
5. Delivers and collects mail on foot or by vehicle under varying conditions in any area; maintains pleasant and effective public relations with customers and others.
6. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station. NOTE: Distribution is defined as the sorting of mail to carrier routes, cities, states, foreign countries, post office boxes, or other separation; and may require knowledge of a distribution scheme.
7. Reports all unusual incidents or conditions relating to mail delivery to supervisor, including conditions of mail boxes and other mail receptacles. Check hotels and other establishments to ensure that mail for residents which is undeliverable as addressed is not improperly held, and/or delivers stamps or other supplies to contractor carrier stations.
8. Follows established safe work methods, procedures and safety precautions while performing all duties. Adheres to established policies and procedures by exercising good judgment when determining when to leave mail or leave a notice and return mail to post office for customer pick-up.
9. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

SUPERVISION:

Supervisor of unit to which assigned

SELECTION METHOD:

Senior qualified

BARGAINING UNIT:

Clerk SP-2643; KP-0013

Doc Date:

Occ Code: 2320-0007

DRAFT

**DELIVERY/SALES SERVICES & DISTR ASSOC
(P7-06) OCCUPATION CODE: 2320-0007**

1. DELIVERY SALES SVCS DISTRIBUTION ASSOC - Essential
Scale: Yes/No_Qualification Proficiency: Yes
DELIVERY/SALES SERVICES & DISTR ASSOC (P7-06)
OCCUPATION CODE: 2320-0007

DOCUMENT DATE: MARCH 16, 2019
FUNCTION

Performs distribution and a variety of tasks to support sales of products and services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS

KNOWLEDGE, SKILL, and ABILITY REQUIREMENTS

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate at least minimum competency to perform these tasks satisfactorily. In certain circumstances, applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Failure to demonstrate any KSA is disqualifying.

1. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as responding appropriately to changing conditions or unique customer or coworker situations.
2. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.
3. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.
4. Ability to work independently refers to following either spoken or written instructions or directions, multitasking and organizing time effectively to perform work assignments, either with or without direct supervision.
5. Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms), and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures.
6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion.

7. Ability to safely perform the duties common to the position.

8. Applicants must have a valid states driver's license, and demonstrate and maintain a safe driving record.

EXAMINATION REQUIREMENTS:

Applicants must successfully complete the Virtual Entry Assessment CS (477).

TRAINING EXAMINATION REQUIREMENTS

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate possession, through testing and/or practical demonstration, each of the knowledge, skills and abilities covered at the level required by the job. Failure to demonstrate any KSA is disqualifying. The following

KSAs are covered by this prescribed training

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions.
2. Ability to interact with a variety of customers to gather information, evaluate service needs and respond appropriately to unique customer situations.
3. Ability to identify and analyze problems by gathering information from both oral and written sources and developing an appropriate course of action to resolve the situation.
4. Ability to exercise courtesy and self-control in providing appropriate customer service to accomplish established goals of the functional area.
5. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports.
6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention.
7. Knowledge of postal products and services including appropriate Postal regulations regarding mail service (e.g., domestic and international mail requirements, classes of mail).

PHYSICAL REQUIREMENTS

Applicants and employees offered this job must be determined medically suitable to perform the functions of the position with or without reasonable accommodation.

ADDITIONAL PROVISIONS

When filled internally, this position usually involves a deferment period during which the senior bidder is provided appropriate combinations of training, testing, and practical demonstration of ability to perform in the actual position, including the Right-Hand Drive Privilege Certification Form (if applicable).

Delivery/Sales Services & Distribution Associates must work an assigned tour and days of work. Delivery/Sales Services & Distribution Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Delivery/Sales Services & Distribution Associate are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

2. CUSTOMER SERVICE CLERK VEA - Non-Essential
Scale: Yes/No_Qualification Proficiency: Yes
Customer Service Clerk VEA

Doc Date:

Occ Code: 2320-0007

DRAFT

**DELIVERY/SALES SERVICES & DISTR ASSOC
(P7-06) OCCUPATION CODE: 2320-0007****FUNCTIONAL PURPOSE:**

Performs distribution and a variety of sales and customer support services for products. Delivers and collects mail on foot or by vehicle under varying conditions in any area.

DUTIES AND RESPONSIBILITIES:

1. Performs a variety of sales and customer services at a retail window. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
2. Provides sales and customer service support by greeting customers and explaining store layout. Promotes products based on customer needs and provides additional information about product features, incentives, and services to the public. Provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Maintains appearance of retail area by setting up, arranging, and replenishing displays, selling areas, work stations, storage areas and merchandise racks. Checks and sets post office postage meters. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
4. Conducts product inventories by counting items on hand. Verifies and records sales floor inventory; brings inventory discrepancies and reports to the attention of the appropriate supervisor.
5. Delivers and collects mail on foot or by vehicle under varying conditions in any area; maintains pleasant and effective public relations with customers and others.
6. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station. NOTE: Distribution is defined as the sorting of mail to carrier routes, cities, states, foreign countries, post office boxes, or other separation; and may require knowledge of a distribution scheme.
7. Reports all unusual incidents or conditions relating to mail delivery to supervisor, including conditions of mail boxes and other mail receptacles. Check hotels and other establishments to ensure that mail for residents which is undeliverable as addressed is not improperly held, and/or delivers stamps or other supplies to contractor carrier stations.
8. Follows established safe work methods, procedures and safety precautions while performing all duties. Adheres to established policies and procedures by exercising good judgment when determining when to leave mail or leave a notice and return mail to post office for customer pick-up.
9. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

SUPERVISION:

Supervisor of unit to which assigned

SELECTION METHOD:

Senior qualified

BARGAINING UNIT:

Clerk SP-2643; KP-0013

Doc Date:

Occ Code: 2320-0007

DRAFT

**DELIVERY/SALES SERVICES & DISTR ASSOC
(P7-06) OCCUPATION CODE: 2320-0007**

1. DELIVERY SALES SVCS DISTRIBUTION ASSOC - Essential
Scale: Yes/No_Qualification Proficiency: Yes
DELIVERY/SALES SERVICES & DISTR ASSOC (P7-06)
OCCUPATION CODE: 2320-0007

DOCUMENT DATE: MARCH 16, 2019
FUNCTION

Performs distribution and a variety of tasks to support sales of products and services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS

KNOWLEDGE, SKILL, and ABILITY REQUIREMENTS

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate at least minimum competency to perform these tasks satisfactorily. In certain circumstances, applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Failure to demonstrate any KSA is disqualifying.

1. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as responding appropriately to changing conditions or unique customer or coworker situations.
2. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.
3. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.
4. Ability to work independently refers to following either spoken or written instructions or directions, multitasking and organizing time effectively to perform work assignments, either with or without direct supervision.
5. Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms), and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures.
6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion.

2. CUSTOMER SERVICE CLERK VEA - Non-Essential
Scale: Yes/No_Qualification Proficiency: Yes
Customer Service Clerk VEA

Doc Date:

Occ Code: 2320-0007

DRAFT

STD JOB DESCRIPTION

U.S. Postal Service

LEAD SALES & SERVICES ASSOCIATE (P7-07) OCCUPATION CODE: 2320-0009

FUNCTIONAL PURPOSE:

Performs a variety of sales and customer support services for products including; stamps, stamped paper, postal cards, philatelic products, and special promotional items with or without direct supervision. May work alone or as a working leader, providing administrative and technical guidance to one or more clerks assigned to retail and post office operations.

OPERATIONAL REQUIREMENTS:

This position is for use in Customer Service facilities with retail operation windows.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms. Performs lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable) and/or using Mobile Point of Service (mPOS) transactions (where applicable).
2. Communicates and provides administrative and technical guidance to retail and post office operations employees assigned to the unit, informing them of changes or clarifications in policies, procedures, operations, schedules, and regulations. Ensures that work is performed efficiently.
3. Forecasts and maintains a separate stamped inventory to fill requisitions submitted by other retail clerks assigned to the offices.
4. Prepares a local bank deposit and/or a consolidated funds bank deposit. Prepares and maintains unit accounting records of retail activities.
5. Conducts or witnesses transfers of fixed credits between employees as required, assisting in the physical count of stock. Reviews fixed credits periodically and recommends adjustments if necessary. Examines and ensures the integrity of security containers assigned to employees for the storing of their fixed credit and reports lack of conformity with security regulations.
6. Conducts product inventories by counting items on hand; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence. Maintains an adequate supply of materials required for the operation of a retail office.

7. Processes and/or accepts and verifies applications for redeemed stamps and stamped paper. Prepares and submits necessary stock for destruction.

8. Instructs and advises individual employees in correct financial and retail sales procedures.

9. In accordance with the directives of the supervisory presence, plans, directs, organizes and monitors retail related programs/ projects and the work of people to meet unit goals, including coordinating and scheduling work hours. Supplies leadership necessary to secure a customer friendly environment, encourages professional appearance and work habits to accomplish effective and pleasant customer relationships. Makes Supervisor approved entries to correct time and attendance records and retains required supporting documents.

10. Provides product and service information to customers, including informing customers regarding special offers and the layout of the store; refers customers to sales and promotional programs by promoting products based on customer needs. Answers customer inquiries.

11. Maintains appearance of store by setting, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Checks and maintains post office self-service kiosk.

12. Trains new employees to ensure quality service.

13. Maintains records, files and submits reports, as assigned.

14. May verify presort and bulk mailings of all classifications; computing and maintaining on a current basis mailers' credit balances.

15. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

16. May assign and clear accountable items and distribute mail as required.

17. Performs other duties as assigned.

SUPERVISION:

Supervisor, Customer Services or other designated supervisor

SELECTION METHOD:

Senior Qualified

BARGAINING UNIT:

Clerk STANDARD POSITION REFERENCE SP-2642

Doc Date:

Occ Code: 2320-0009

QUALIFICATIONS

LEAD SALES & SERVICES ASSOCIATE (P7-07) OCCUPATION CODE: 2320-0009

BARGAINING UNIT QUALIFICATION STANDARD

(2320-0009)

LEAD SALES & SERVICES ASSOCIATE

DOCUMENT DATE:

FUNCTION:

Performs a variety of sales and customer support services for products including stamps, stamped paper, postal cards, philatelic products, and special promotional items; with or without direct supervision. May work alone or provide administrative and technical direction to one or more clerks assigned to retail and post office operations.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

This section is composed of Knowledge, Skills, and Abilities (KSAs) which are required to satisfactorily perform the tasks of the position. Applicants must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. The KSAs are demonstrated by successful completion of tests and specified training, unless otherwise noted. Failure to demonstrate any KSA is disqualifying.

1. Ability to sell products and services, includes providing timely and courteous customer service, matching products and services to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions.
2. Ability to work and transact business with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as analyzing and responding appropriately to unique customer or coworker situations. This includes exercising courtesy and self-control to provide good appropriate customer service in order to accomplish established goals of the functional area.
3. Ability to provide oversight, direction, and support of co-workers in the absence of a supervisor.
4. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.
5. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.
6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention.

7. Ability to follow instructions refers to comprehending and executing either spoken or written instructions or directions sufficient to perform work assignments, follow procedural directions or instructions either with or without direct supervision.
8. Ability to identify and analyze problems by gathering information from both oral and written sources and develop an appropriate course of action to resolve the situation.
9. Ability to coordinate, open and close, and operate a retail postal unit. This includes planning and organizing the work of a small group of employees to achieve unit goals.
10. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports.
11. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

Applicants must successfully complete the Virtual Entry Assessment CS (477)

EXPERIENCE REQUIREMENTS:

Applicants must have a minimum of one year of experience in a window position (window clerk, distribution and window clerk, distribution, window and markup clerk, sales and services associate, sales, services and distribution associate) providing a comprehensive knowledge of postal regulations, rulings, policy, and procedures relating to window work.

TRAINING REQUIREMENTS:

Applicants who qualify and are selected under this standard will be required to complete prescribed training satisfactorily.

PHYSICAL REQUIREMENTS:

Applicant must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

When filled internally, this position usually involves a deferment period during which the senior bidder is provided appropriate combinations of training, testing, and practical demonstration of ability to perform in the actual position.

Lead Sales & Services Associates must work their assigned tour and days of work. Lead Sales & Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Lead Sales & Services Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

Doc Date:

Occ Code: 2320-0009

STD JOB DESCRIPTION

U.S. Postal Service

**LEAD SALES & SERVICES ASSOCIATE (P7-07)
OCCUPATION CODE: 2320-0009****FUNCTIONAL PURPOSE:**

Performs a variety of sales and customer support services for products including; stamps, stamped paper, postal cards, philatelic products, and special promotional items with or without direct supervision. May work alone or as a working leader, providing administrative and technical guidance to one or more clerks assigned to retail and post office operations.

OPERATIONAL REQUIREMENTS:

This position is for use in Customer Service facilities with retail operation windows.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms. Performs lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable) and/or using Mobile Point of Service (mPOS) transactions (where applicable).
2. Communicates and provides administrative and technical guidance to retail and post office operations employees assigned to the unit, informing them of changes or clarifications in policies, procedures, operations, schedules, and regulations. Ensures that work is performed efficiently.
3. Forecasts and maintains a separate stamped inventory to fill requisitions submitted by other retail clerks assigned to the offices.
4. Prepares a local bank deposit and/or a consolidated funds bank deposit. Prepares and maintains unit accounting records of retail activities.
5. Conducts or witnesses transfers of fixed credits between employees as required, assisting in the physical count of stock. Reviews fixed credits periodically and recommends adjustments if necessary. Examines and ensures the integrity of security containers assigned to employees for the storing of their fixed credit and reports lack of conformity with security regulations.
6. Conducts product inventories by counting items on hand; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence. Maintains an adequate supply of materials required for the operation of a retail office.

7. Processes and/or accepts and verifies applications for redeemed stamps and stamped paper. Prepares and submits necessary stock for destruction.
8. Instructs and advises individual employees in correct financial and retail sales procedures.
9. In accordance with the directives of the supervisory presence, plans, directs, organizes and monitors retail related programs/ projects and the work of people to meet unit goals, including coordinating and scheduling work hours. Supplies leadership necessary to secure a customer friendly environment, encourages professional appearance and work habits to accomplish effective and pleasant customer relationships. Makes Supervisor approved entries to correct time and attendance records and retains required supporting documents.
10. Provides product and service information to customers, including informing customers regarding special offers and the layout of the store; refers customers to sales and promotional programs by promoting products based on customer needs. Answers customer inquiries.
11. Maintains appearance of store by setting, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Checks and maintains post office self-service kiosk.
12. Trains new employees to ensure quality service.
13. Maintains records, files and submits reports, as assigned.
14. ~~Verifies~~ May verify presort and bulk mailings of all classifications; computing and maintaining on a current basis mailers' credit balances.
15. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.
16. May assign and clear accountable items and distribute mail as required.
17. Performs other duties as assigned.

SUPERVISION:

Supervisor, Customer Services or other designated supervisor

SELECTION METHOD:

Senior Qualified

BARGAINING UNIT:

Clerk STANDARD POSITION REFERENCE SP-2642

Doc Date:

Occ Code: 2320-0009

QUALIFICATIONS

LEAD SALES & SERVICES ASSOCIATE (P7-07) OCCUPATION CODE: 2320-0009

BARGAINING UNIT QUALIFICATION STANDARD

(2320-0009)

LEAD SALES & SERVICES ASSOCIATE

DOCUMENT DATE:

FUNCTION:

Performs a variety of sales and customer support services for products including stamps, stamped paper, postal cards, philatelic products, and special promotional items; with or without direct supervision. May work alone or provide administrative and technical direction to one or more clerks assigned to retail and post office operations.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

This section is composed of Knowledge, Skills, and Abilities (KSAs) which are required to satisfactorily perform the tasks of the position. Applicants must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. The KSAs are demonstrated by successful completion of tests and specified training, unless otherwise noted. Failure to demonstrate any KSA is disqualifying.

1. Ability to sell products and services, includes providing timely and courteous customer service, matching products and services to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions.
2. Ability to work and transact business with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as analyzing and responding appropriately to unique customer or coworker situations. This includes exercising courtesy and self-control to provide good appropriate customer service in order to accomplish established goals of the functional area.
3. Ability to provide oversight, direction, and support of co-workers in the absence of a supervisor.
4. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.
5. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.
6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention.

7. Ability to follow instructions refers to comprehending and executing either spoken or written instructions or directions sufficient to perform work assignments, follow procedural directions or instructions either with or without direct supervision.
8. Ability to identify and analyze problems by gathering information from both oral and written sources and develop an appropriate course of action to resolve the situation.
9. Ability to coordinate, open and close, and operate a retail postal unit. This includes planning and organizing the work of a small group of employees to achieve unit goals.
10. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports.
11. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

~~Applicants must successfully complete Postal Service Test 473, which includes the following measures of job-related knowledge, skills, and abilities:~~

~~A. Address Checking B. Forms Completion C. Coding & Memory D. Personal Characteristics and Experience Inventory~~

~~Applicants must successfully complete the Virtual Entry Assessment CS (477)~~

EXPERIENCE REQUIREMENTS:

Applicants must have a minimum of one year of experience in a window position (window clerk, distribution and window clerk, distribution, window and markup clerk, sales and services associate, sales, services and distribution associate) providing a comprehensive knowledge of postal regulations, rulings, policy, and procedures relating to window work.

TRAINING REQUIREMENTS:

Applicants who qualify and are selected under this standard will be required to complete prescribed training satisfactorily.

PHYSICAL REQUIREMENTS:

Applicant must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

When filled internally, this position usually involves a deferment period during which the senior bidder is provided appropriate combinations of training, testing, and practical demonstration of ability to perform in the actual position.

Lead Sales & Services Associates must work their assigned tour and days of work. Lead Sales & Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Lead Sales & Services Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

Doc Date:

Occ Code: 2320-0009

DRAFT

STD JOB DESCRIPTION

U.S. Postal Service

PSE SALES & SVCS/DISTRIBUTION ASSOCIATE (P4-06) **OCCUPATION CODE: 2395-0017**

FUNCTIONAL PURPOSE:

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

OPERATIONAL REQUIREMENTS:

This position is to be used for non-career Postal Support Employee positions only.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; May use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers, suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of retail lobby by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office postage meters.

9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.

10. May assign and clear accountable items and distribute mail as required.

11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.

12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.

13. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

14. May perform additional duties such as: maintain records of mails, face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

SUPERVISION:

Supervisor of unit to which assigned.

SELECTION METHOD:

See Handbook EL-312, Chapter 2 - Selection Policies for Non-career Recruitment.

Doc Date:

Occ Code: 2395-0017

QUALIFICATIONS

U.S. Postal Service

PSE SALES & SVCS/DISTRIBUTION ASSOCIATE (P4-06) OCCUPATION CODE: 2395-0017

BARGAINING UNIT QUALIFICATION STANDARD

2395_0017
(2395-0017)

PSE SALES & SERV/DISTR ASSOC

DOCUMENT DATE:

FUNCTION:

Performs distribution and a variety of tasks to support sales of products and services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

421 SALES AND SERVICES (V3:9) - Essential Scale: Yes/No _Qualification Proficiency: Yes Computer Based Exam

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate at least minimum competency to perform these tasks satisfactorily. In certain circumstances, applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Failure to demonstrate any KSA is disqualifying.

1. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as responding appropriately to changing conditions or unique customer or coworker situations. 2. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information. 3. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals. 4. Ability to work independently refers to following either spoken or written instructions or directions, multitasking and

organizing time effectively to perform work assignments, either with or without direct supervision. 5. Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms, and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures. 6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion. 7. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

Applicants must successfully complete the Virtual Entry Assessment CS (477)

TRAINING/EXAMINATION REQUIREMENTS:

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate possession, through testing and/or practical demonstration, each of the knowledge, skills and abilities covered at the level required by the job. Failure to demonstrate any KSA is disqualifying. The following KSAs are covered by this prescribed training:

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions. 2. Ability to interact with a variety of customers to gather information, evaluate service needs and respond appropriately to unique customer situations. 3. Ability to identify and analyze problems by gathering information from both oral and written sources and developing an appropriate course of action to resolve the situation. 4. Ability to exercise courtesy and self-control in providing appropriate customer service to accomplish established goals of the functional area. 5. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports. 6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention. 7. Knowledge of postal products and services including appropriate Postal regulations regarding mail service (e.g., domestic and international mail requirements, classes of mail).

PHYSICAL REQUIREMENTS:

Individual must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

This position involves a deferment period during which the PSE must successfully complete the prescribed training.

Sales, Services and Distribution Associates must work an assigned tour and days of work. Sales and Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Sales, Services and Distribution Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

PSE SALES & SVCS/DISTRIBUTION ASSOCIATE (P4-06)
OCCUPATION CODE: 2395-0017

FUNCTIONAL PURPOSE:

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

OPERATIONAL REQUIREMENTS:

This position is to be used for non-career Postal Support Employee positions only.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; May use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of retail lobby by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. ~~Verifies~~ May verify presort and bulk mailings of all classifications computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office postage meters.

9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.

10. May assign and clear accountable items and distribute mail as required.

11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.

12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.

13. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

14. May perform additional duties such as: maintain records of mails, face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

SUPERVISION:

Supervisor of unit to which assigned.

SELECTION METHOD:

See Handbook EL-312, Chapter 2 - Selection Policies for Non-career Recruitment.

Doc Date:

Occ Code: 2395-0017

QUALIFICATIONS

U.S.Postal Service

PSE SALES & SVCS/DISTRIBUTION ASSOCIATE (P4-06) OCCUPATION CODE: 2395-0017

BARGAINING UNIT QUALIFICATION STANDARD

2395_0017
(2395-0017)

PSE SALES & SERV/DISTR ASSOC

DOCUMENT DATE:

FUNCTION:

Performs distribution and a variety of tasks to support sales of products and services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

421 SALES AND SERVICES (V3.9) - Essential Scale: Yes/No_Qualification Proficiency: Yes Computer Based Exam

~~473 BATTERY—Non-Essential Scale: Yes/No_Qualification Proficiency: Yes~~

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate at least minimum competency to perform these tasks satisfactorily. In certain circumstances, applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Failure to demonstrate any KSA is disqualifying.

1. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as responding appropriately to changing conditions or unique customer or coworker situations. 2. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information. 3. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals. 4. Ability to work independently refers to following either spoken or written instructions or directions, multitasking and

organizing time effectively to perform work assignments, either with or without direct supervision. 5. Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms, and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures. 6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion. 7. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

Individuals must successfully complete Postal Service Test 473, which includes the following measures of job-related knowledge, skills, and abilities: A. Address Checking B. Forms Completion C. Coding & Memory D. Personal Characteristics and Experience Inventory

Applicants must successfully complete the Virtual Entry Assessment CS (477)

TRAINING/EXAMINATION REQUIREMENTS:

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate possession, through testing and/or practical demonstration, each of the knowledge, skills and abilities covered at the level required by the job. Failure to demonstrate any KSA is disqualifying. The following KSAs are covered by this prescribed training:

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions. 2. Ability to interact with a variety of customers to gather information, evaluate service needs and respond appropriately to unique customer situations. 3. Ability to identify and analyze problems by gathering information from both oral and written sources and developing an appropriate course of action to resolve the situation. 4. Ability to exercise courtesy and self-control in providing appropriate customer service to accomplish established goals of the functional area. 5. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports. 6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention. 7. Knowledge of postal products and services including appropriate Postal regulations regarding mail service (e.g., domestic and international mail requirements, classes of mail).

PHYSICAL REQUIREMENTS:

Individual must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

This position involves a deferment period during which the PSE must successfully complete the prescribed training.

Sales, Services and Distribution Associates must work an assigned tour and days of work. Sales and Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Sales, Services and Distribution Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

PSE SALES & SERV/DISTR ASSOC (NEW WORK) (P4-06)
OCCUPATION CODE: 2395-0034

FUNCTIONAL PURPOSE:

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

OPERATIONAL REQUIREMENTS:

This position is to be used for non-career Postal Support Employee positions only.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of retail lobby by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office postage meters.

Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms, and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures. 6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion. 7. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

Applicants must successfully complete the Virtual Entry Assessment CS (477)

TRAINING/EXAMINATION REQUIREMENTS:

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate possession, through testing and/or practical demonstration, each of the knowledge, skills and abilities covered at the level required by the job. Failure to demonstrate any KSA is disqualifying. The following KSAs are covered by this prescribed training:

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PHYSICAL REQUIREMENTS:

Individual must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

This position requires a deferment period in which the PSE must successfully complete the training.

Sales, Services and Distribution Associates must work an assigned tour and days of work. Sales and Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Sales, Services and Distribution Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.

PSE SALES & SERV/DISTR ASSOC (NEW WORK) (P4-06)
OCCUPATION CODE: 2395-0034

FUNCTIONAL PURPOSE:

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

OPERATIONAL REQUIREMENTS:

This position is to be used for non-career Postal Support Employee positions only.

DUTIES AND RESPONSIBILITIES:

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
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9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.

10. May assign and clear accountable items and distribute mail as required.

11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.

12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.

13. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.

14. May perform additional duties such as: maintain records of mails, face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

SUPERVISION:

Supervisor of unit to which assigned.

SELECTION METHOD:

See Handbook EL-312, Chapter 2 - Selection Policies for Non-career Recruitment.

Doc Date:

Occ Code: 2395-0034

QUALIFICATIONS

U.S. Postal Service

PSE SALES & SERV/DISTR ASSOC (NEW WORK) (P4-06) OCCUPATION CODE: 2395-0034

BARGAINING UNIT QUALIFICATION STANDARD

2320_PSE
(2395-0034)

PSE SALES & SERV/DISTR ASSOC (NEW WORK)

DOCUMENT DATE:

FUNCTION:

Performs distribution and a variety of tasks to support sales of products and services. Maintains professional and effective public relations with customers and others requiring familiarity with postal laws, regulations, and current procedures.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

REQUIREMENTS:

421 SALES AND SERVICES (V3.9) – Essential Scale. Yes/No Qualification Proficiency: Yes
Computer Based Exam

473 BATTERY—Non Essential Scale: Yes/No Qualification

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate at least minimum competency to perform these tasks satisfactorily. In certain circumstances, applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Failure to demonstrate any KSA is disqualifying.

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Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms, and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures. 6. Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion. 7. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

~~Individuals must successfully complete Postal Service Test 473, which includes the following measures of job-related knowledge, skills, and abilities: A. Address Checking B. Forms Completion C. Coding & Memory D. Personal Characteristics and Experience Inventory~~

Applicants must successfully complete the Virtual Entry Assessment CS (477)

TRAINING/EXAMINATION REQUIREMENTS:

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PHYSICAL REQUIREMENTS:

Individual must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

This position requires a deferment period in which the PSE must successfully complete the training.

Sales, Services and Distribution Associates must work an assigned tour and days of work. Sales and Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

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