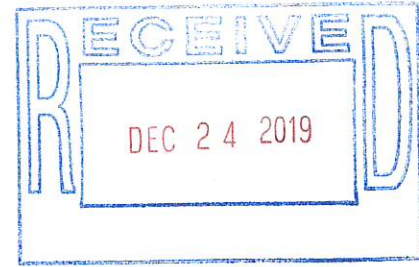




December 17, 2019



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

Dear Brian:

This is in reference to our December 12 correspondence regarding the proposed restructure of the Enterprise Customer Care (ECC).

The Postal Service is proposing to revise our original proposal. The revision establishes a *Supv, Customer Care (QA), EAS-21 (Occupation Code: 1910-0029)* job instead of the *Lead Customer Care Quality Spec, EAS-21 (Occupation Code: 1910-0029)*.

We enclosed the job description and requirement for your review. However, the only change is to the job title.

Please contact Phong Quang at extension 2857 if you wish to discuss or if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson".

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosures

SUPV, CUSTOMER CARE (QA) (EAS-21)  
OCCUPATION CODE: 1910-0029

**FUNCTIONAL PURPOSE**

Leads a team responsible for the monitoring, reviewing, and scoring standard, complex, and escalated customer contacts for call center representatives. Provides constructive feedback to supervisors and representatives on product and/or service knowledge, promoting quality service and high customer satisfaction.

**DUTIES AND RESPONSIBILITIES**

1. Monitors, reviews and scores live and recorded calls, and other call center activities including, but not limited to: emails and chat interactions for each representative in accordance with USPS quality assurance guidelines and criteria.
2. Provides training, coaching, and guidance to team members to drive continuous improvement in agent performance.
3. Documents adherence to required customer service quality standards and provide supervisors with scorecards along with sample call, email and/or chat session. Prepares scorecard reports for individual and overall call center performance for management; creates ad-hoc reports as required.
4. Develops quality performance plans using established call center policies, procedures and metrics. Recommends modifications to standards where appropriate. Facilitates intra-site calibration ensuring consistency in interaction evaluations and scoring.
5. Provides technical advice to representatives; identifies trends and training opportunities and communicates to supervisors. Performs internal quality program audit ensuring consistency in application of evaluation standards.
6. Collaborates with supervisors to arrange side-by-side monitoring opportunities for new employees and create development plans for new and existing representatives.
7. Maintains knowledge of USPS products and services by reviewing reference materials such as manuals, handbooks, bulletins, trade periodicals and attending training sessions and seminars.
8. Manages a small group employees. Makes assignments, monitors progress, evaluates performance, and provides continuing oversight and guidance.

**SUPERVISION**

Manager of unit to which assigned.

**SELECTION METHOD**

See Handbook EL - 312, Section 740 - Selection Policies for Non-bargaining Positions.

## REQUIREMENTS

1. Ability to monitor and evaluate the effectiveness of quality scorecard programs against operational requirements, and develop recommendations and feedback for improvements to management.
2. Knowledge of quality monitoring methods, principles, practices and procedures.
3. Ability to use word processing and spreadsheets (e.g., Microsoft Suite) to prepare briefings and reports.
4. Ability to communicate orally and in writing to provide technical advice, functional guidance, and policy interpretation as it applies to a call center to staff and team members.
5. Ability to monitor and evaluate the quality of inbound and/or outbound customer contacts including, but not limited to, telephone calls, email, and chat interactions.
6. Ability to document adherence to required contact center quality standards, customer satisfaction indicators and performance scores.
7. Ability to supervise the work performance of staff which includes providing technical guidance and feedback, establishing goals and evaluating performance, and building effective work relationships.

## Enterprise Customer Care Supervisor Staffing

	Kansas	California	New Jersey	Michigan	Total
Customer Care Agents On-Rolls	333	475	332	402	1,542
Earned Supervisors Ratio 20:1 (Based on Customer Care Agents On-Rolls)	17	24	17	20	78
Current Authorized Supervisors	13	24	17	22	76
Earned Supervisors Ratio 19:1 (Based on Customer Care Agents On-Rolls)	18	25	17	21	81
Additional Supervisors to be Authorized	5	1	0	-1	5