

SEP 27 2021

LABOR RELATIONS



September 22, 2021

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

Dear Ivan:

As a matter of information and continuing our commitment to advise NAPS of Restructuring activities, we have attached revised job descriptions of the following positions:

- OPERATIONS SUPPORT SPECIALIST (EAS-17) OCCUPATION CODE: 2315-0068
- OPERATIONS SUPPORT SPECIALIST (EAS-18) OCCUPATION CODE: 2340-5044

The purpose of these minor changes are to align the position descriptions with Logistics.

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

Sincerely,

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

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosures

OPERATIONS SUPPORT SPECIALIST (EAS-18)
OCCUPATION CODE: 2340-5044

FUNCTIONAL PURPOSE:

Conducts and participates in complex projects related to the evaluation of operational procedures, sort program development and updates, operational requirements and quality improvements at a mail processing center/facility.

OPERATIONAL REQUIREMENTS:

This position is for use in a Network Distribution Center and Logistic Divisions only.

DUTIES AND RESPONSIBILITIES:

1. Develops and updates sort programs, coordinating with distribution, delivery, and address management systems managers to determine sort program requirements.
2. Conducts operational studies and surveys; determines requirements for new or modified facilities, equipment and operational staffing.
3. Initiates and coordinates improvements in staffing and equipment utilization, production control, and operational procedures.
4. Conducts statistical studies and analyzes quality improvement and reliability performance data; prepares quality improvement test sampling plans; evaluates results.
5. Monitors service performance, the implementation of quality improvement measures, and corrective action plans while ensuring employees are informed of the facility's performance measures.
6. Monitors, analyzes and reports on volume trends, service performance for product lines, and the quality of mail make up from customers.
7. Establishes and monitors the flow of operational information to management through periodic operating systems reports.
8. Serves as a point of contact to keep existing customers informed about changes in mailing requirements, standards, and when services issues arise to provide guidance on resolving them.
9. Maintains contact with other NDCs, ISCs, and P&DCs on network-wide service and customer relations issues.
10. Coordinates the movement of mail transport equipment to ensure customers have what they need and equipment is utilized effectively.
11. Monitors the implementation of new programs and ensures that methods, standards, and procedures are within established specifications.
12. Operates as a point of contact for equipment deployments or issues within plant. Coordinates plans with other functional groups, monitors project timelines, or designates specific actions to each related functional group to resolve mail processing issues or ensure a smooth project implementation.

SUPERVISION:

Manager of organizational unit to which assigned.

Deleted: Manager, In-Plant Support[]

SELECTION METHOD:

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

QUALIFICATIONS

U.S.Postal Service

**OPERATIONS SUPPORT SPECIALIST (EAS-18)
OCCUPATION CODE: 2340-5044**

DOCUMENT DATE: December 14, 2013

REQUIREMENTS:

1. Knowledge of postal operations, including mail processing, facilities, equipment, and operational staffing functions.
2. Ability to implement, monitor, and evaluate quality and operational improvement programs and procedures to ensure they meet established specifications.
3. Ability to analyze data to determine requirements for new or modified facilities, equipment, and operational staffing.
4. Ability to analyze quality improvement and operational performance data and prepare test sampling plans.
5. Ability to track, analyze, and report service performance and volume trends for product lines.
6. Ability to monitor the work of employees in order to achieve project objectives.
7. Ability to communicate orally and in writing at a level sufficient to prepare information related to operational programs for employees, customers, contractors, and major mailers.

OPERATIONS SUPPORT SPECIALIST (EAS-17)
OCCUPATION CODE: 2315-0068

FUNCTIONAL PURPOSE:

Provides technical staff work related to the analysis and evaluation of operational procedures, service programs and systems; including sort program development and maintenance, and operational requirements and quality improvements in support of mail processing, customer services or delivery operations.

DUTIES AND RESPONSIBILITIES:

1. Conducts and participates in operational and statistical studies and surveys; determines requirements for new or modified facilities, equipment, and operational staffing; analyzes quality improvement and reliability performance data; prepares quality improvement test sampling plans and evaluates results.
2. Monitors processes for compliance with quality and service standards; provides operations managers and staff with alternative process solutions in order to resolve quality and service problems; reviews and evaluates individual operations to ensure compliance with established processing regulations and policies; develops and communicates training programs to ensure quality standards are met.
3. Develops and updates computerized mail sort programs coordinating with distribution, delivery and address management personnel to determine sort program requirements; performs sort plan reviews with density studies and operational reviews; creates sort programs for new MPE and/or new processes on existing equipment and tests sort programs before releasing to Mail Processing.
4. Identifies equipment needed to sort and move the mail within operating plan guidelines; anticipates changes in operational flows and equipment requirements due to changes in mail flow and mail base; identifies potential methods changes to increase efficiency; identifies cost savings and/or work hour reductions in association with equipment; inputs and updates model data that describe the impacts of operational changes.
5. Identifies and defines staffing requirements as a result of operational changes; develops staffing schedules based on workload data; ensures staffing plans comply with national agreements related to job bidding, postings, withholding and excessing.
6. Determines or manages layout of workroom floor that maximizes safety and the efficiency of mail flow through the plant. Advises and consults with stakeholders to determine the best plan and methods, coordinates implementation and quantified benefits of layout changes. Meets with equipment manufacturers, suppliers, and contractors relative to systems installation and operation.
7. Determines data collection needs and methods to efficiently run distribution operations; designs unique local data collection to supplement national data collection systems; analyzes and recommends changes to improve operations and/or service based on data collected.
8. Coordinates the management, design and implementation of the Facility Operating Plan; develops facility operating plans that meet internal and external customer requirements and expectations; provides operational managers with contingencies for operational issues that affect operating plan compliance; coordinates the development of a communication plan to implement the FOP and related changes.

9. Participates in the development and testing of software and applications to support the national database systems used for reporting on facility, operational and/or data collection programs and activities.

10. Analyzes facility financial performance data and provides feedback to manager; provides analysis of cost factors that result in cost reductions; develops cost comparative analyses (DARS) for capital investments; develops methods in order to support operations in cost reductions or productivity improvements.

SUPERVISION:

Manager of organizational unit to which assigned.

SELECTION METHOD:

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

Deleted: Manager, In-Plant Support or Manager, Operations Programs Support; or Sr. Operations Analyst

QUALIFICATIONS

U.S.Postal Service

**OPERATIONS SUPPORT SPECIALIST (EAS-17)
OCCUPATION CODE: 2315-0068**

DOCUMENT DATE: September 20, 2003

REQUIREMENTS:

1. Knowledge of postal operations, including mail processing, delivery, facilities, equipment, and operational staffing functions.
2. Ability to prepare and maintain an operating budget.
3. Ability to analyze data to determine requirements for new or modified facilities, equipment, and operational staffing.
4. Ability to analyze quality improvement and operational performance data and prepare test sampling plans.
5. Ability to implement, monitor, and evaluate quality and operational improvement programs and procedures to ensure they meet established specifications.

6. Ability to communicate orally and in writing at a level sufficient to work with customers, contractors, and major mailers and to prepare information related to operational programs.