

November 09, 2023

RECEIVED MOV 10 2023

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

Dear Ivan:

As a matter of information, Human Resources is conducting a job analysis study of the following EAS positions within the Business Mail Entry Units and Mailing & Shipping Services Center:

- 2345-0022 Mailing Standards Specialist (EAS-16)
- 2345-0128 Supervisor, Mailing & Shipping Solutions Center (EAS-19)
- 2345-0043 Supervisor, Business Mail Entry (EAS-17)

Surveys will be administered to incumbents to collect ratings of tasks and knowledge, skills, and abilities (survey attached). Participation will be voluntary, and responses will remain confidential and be reported only in aggregate.

The results of the job analysis will be used to update job descriptions, selection processes, and training for these jobs. Enclosed is a sample of the survey that will be administered. Please contact Paulita Wimbush at extension 4042 if you have any questions concerning this matter.

Sincerely

Bruce A. Nicholson

Director

Labor Relations Policies and Programs

Enclosure



#### MobileDeviceRestriction

#### **Mobile Device Restriction**

WARNING!

You are using a mobile device to complete the job analysis survey.

This survey is not compatible with mobile devices.

Close the survey and access it with a laptop or desktop computer. This survey was designed to be completed on a laptop or desktop computer and should not be completed with a mobile device.

I am disregarding these instructions.

#### Introduction

#### **Business Mail Acceptance Job Analysis Questionnaire**

Thank you in advance for taking the time to complete this job analysis questionnaire.

Human Resources is conducting a job analysis of Business Mail Acceptance jobs. Your participation is crucial to the success of this project.

The information and data gained from this survey will ONLY be used to inform updates to job descriptions, selection methods, and training materials for Business Mail Acceptance jobs. It is important that you respond to the survey as accurately as possible in order to indicate the work you do as part of your job within the BMEU or MSSC.

This questionnaire is expected to take approximately 90 minutes to complete. You may complete this questionnaire in multiple sessions. The link you received by email will allow you to return to and continue completing the questionnaire.

The questionnaire is divided into five sections:

- · Background information about you and your job
- Job Tasks
- · Knowledge, Skills, and Abilities (KSAs)
- · Systems & Technology
- · Respondent Demographics

All responses are confidential, and data will be reported only in aggregate. Participation is voluntary and no individual response will be identified from this questionnaire. Please follow the instructions for each section and select the response that best reflects your opinion. Please complete all sections of the questionnaire; incomplete questionnaires cannot be processed.

If you have any questions about the survey content or process, please email HR Survey Support,

Click **Next** or  $\rightarrow$  to begin.

#### **Background Information**

#### **Background Information**

Please answer the following questions about yourself and your job. Please focus on your Form 50 role/position only. This information is used to verify that the people responding to this survey are knowledgeable about the jobs being studied.

What is your current job title (Form 50 position)?

O Supervisor Business Mail Entry (BME)

Supervisor Mailing & Shipping Solutions Center (MSSC)

Mailing Standards Specialist (MSS)

Which department does your work/role primarily support?

| Business Mail Entry Unit (BMEU)     Mailling & Shipping Solutions Center (MSSC)   |
|---|
| What geographical area do you primarily support?  |
| WestPac (includes Pacific, Western) Central (includes Great Lakes)  |
| Southern Atlantic (includes Cap Metro, Eastern, Northeast)  |
| What type of facility do you work at on a regular basis?  |
| Co-Located BME Unit   |
| BME Unit at an Associate Office     BME Unit at an International Service Center (ISC)   |
| O Stand Alone BME Unit  |
| Remotely to Support Helpdesk Activities   |
| In an Office to Support Helpdesk Activities   |
| Hybrid (both remote and in office) to Support Helpdesk Activities   |
| How long have you been at USPS?   |
| C Less than 6 months  |
| <ul><li>○ 6 - 12 months</li><li>○ 1 - 5 years</li></ul>   |
| ○ 6 - 10 years  |
| O 11 - 15 years   |
| O 16 - 20 years   |
| Over 20 years   |
| How long have you been in your current job?   |
| C Less than 6 months  |
| O 6 - 12 months   |
| O 1 - 5 years   |
| <ul><li>○ 6 - 10 years</li><li>○ 11 - 15 years</li></ul>  |
| 16 - 20 years   |
| Over 20 years   |
| How long have you been working within your department: \${q://QID54/ChoiceGroup/SelectedChoices}?   |
| C Less than 6 months  |
| O 6 - 12 months   |
| O 1 - 5 years   |
| O 6 - 10 years  |
| <ul><li>11 - 15 years</li><li>16 - 20 years</li></ul>   |
| Over 20 years   |
| What type of training for your current role have you completed? Choose which option best reflects your experience.                                  |
| I completed the in-person, on-site training at the National Center for Employee Development (NCED).  I completed the virtual learning (VLR) course. |
| I did not complete any of the courses listed above.   |
| Approximately how many hours a week do you work? Enter a number only.   |
|   |
|   |
| What is the highest level of education you have completed?  |
| O Less than a high school degree  |
| High school degree (dlploma, GED, or equivalent)  |
| Some college, but no degree   |
| Associate degree (2-year college program)   |
| O Bachelor's degree (4-year college program) O Master's degree  |
| · · ·   |

Qualtrics Survey Software

10/4/23, 12:47 PM

# Task Frequency & Importance

# Job Tasks Task Frequency and Importance Ratings

#### Instructions

This section includes a list of job tasks. For each task, you will be asked to indicate the frequency and importance, as it relates to your job within the BMEU or MSSC. For each task, choose the rating that best reflects how often and how important each task is for your job. Your ratings should reflect your current Form 50 role and assignment within the BMEU or MSSC.

Frequency is how often you perform a task. For Frequency ratings, consider how often on average you have performed the task over the last year. For example, a task that is performed multiple times a day should be rated as Daily.

Importance is how important a task is for successful job performance. For example, a task that is not related to your job in the BMEU or the MSSC such as processing mail on the sorting machine, would be rated Not Important.

There is a total of 86 tasks. The tasks are grouped together based on common themes and similarity with other tasks.

Use the rating scale below to rate each task statement:

| FREQUENCY  |                                   |                               |                                   |                                   |  |  |  |  |  |  |
|--|-----------------------------------|-------------------------------|-----------------------------------|-----------------------------------|--|--|--|--|--|--|
| How often do you perform this task?  |                                   |                               |                                   |                                   |  |  |  |  |  |  |
| Regardless of the importance of the task, Indicate how often you perform it. |                                   |                               |                                   |                                   |  |  |  |  |  |  |
| Not Performed  | Annually                          | Monthly                       | Weekly                            | Daily                             |  |  |  |  |  |  |
| I do not perform this task in my   | I perform this task yearly, or up | perform this task monthly, or | i perform this task weakly, or up | perform this task daily, or up to |  |  |  |  |  |  |
| current job.   | to a few times per year.          |                               | lo a few times per week.          | a few times per day.              |  |  |  |  |  |  |

| IMPORTANCE   |  |  |   |  |  |  |  |  |  |  |
|--|--|--|---|--|--|--|--|--|--|--|
| How important or relevant is this task for successfully performing your job?                       |  |  |   |  |  |  |  |  |  |  |
| Regardless of the frequency or amount of time spent on this task, indicate this task's importance. |  |  |   |  |  |  |  |  |  |  |
|  | Somewhat Important / Relevant          |  | Critical / Highly Relevant                  |  |  |  |  |  |  |  |
| This task is not important or relevant to  | This task is somewhat important or     | This task is important or relevant to my | This lask is critical or highly relevent to |  |  |  |  |  |  |  |
|  | relevent to my job. Failure to do this | job. Fallure to do this task has         | my Job. Failure to do this task has very    |  |  |  |  |  |  |  |
| тту сители јов.  | task has some negative consequences,   |  | serious negativa consequences.              |  |  |  |  |  |  |  |

#### Communication

|  |  |  |                            |                           |                               |                              | IMPORTANCE  |   |   |  |  |  |  |
|--|--|--|----------------------------|---------------------------|-------------------------------|------------------------------|---|---|---|--|--|--|--|
|  |  | F  | REQUENCY                   |                           |                               |                              | nportant Somewhat Important / Relevant  | Important /<br>Relevant                         | Critical /<br>Highly<br>Relevant  |  |  |  |  |
|  | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job. | Annually I perform this task yearly, to or up to a few times per for | ask monthly,<br>or up to a | ask weekly,<br>or up to a | task daily, or<br>up to a few | not in<br>to my              | This task is somewhat in portant or relevant to my job. Failure to do this task | do this task<br>has<br>considerable<br>negativa | This task is critical or alguly relevant to my job. Failure to do this task has very serious negative |  |  |  |  |
|  | Not<br>Performed   | Annually   | Monthly                    | Week                      | ly Daily                      | Not<br>Important<br>Relevant |   | Important /<br>Relevant                         | Critcal / Highly<br>Relevant  |  |  |  |  |
| Attend meetings and telecons to communicate updates, provide information, and address discrepancies with acceptance or customer accounts.  | 0  | 0  | 0                          | 0                         | 0                             | 0                            | 0   | 0   | 0   |  |  |  |  |
| Communicate information and lead training sessions related to changes in policies or procedures to employees.  | 0  | 0  | 0                          | 0                         | 0                             | 0                            | 0   | 0   | 0   |  |  |  |  |
| Follow-up with points of contact regarding mail failures at locations to determine root causes and provide guidance to customers.  | 0  | 0  | 0                          | 0                         | 0                             | 0                            | 0   | 0   | 0   |  |  |  |  |
|  | Not<br>Performed   | Annually   | Monthly                    | Week                      | ly Daily                      | Not<br>important<br>Relevent |   | Important /<br>Relevant                         | Critcal / Highly<br>Relevant  |  |  |  |  |
| Facilitate and coordinate meetings with internal and external customers to address<br>customer satisfaction scores, and identify opportunities for improving halpdesk<br>activities. | 0  | 0  | 0                          | 0                         | 0                             | 0                            | 0   | 0   | 0   |  |  |  |  |
| Facilitate implementation of enhancements and changes to new and existing help desk activities and processes.  | 0  | 0  | 0                          | 0                         | 0                             | 0                            | 0   | 0   | 0   |  |  |  |  |

#### Communication

|  |  |   |                             |                            |             |     | IMPORTANCE   |  |                           |  |  |  |  |
|--|--|---|-----------------------------|----------------------------|-------------|-----|--|--|---------------------------|--|--|--|--|
|  | hama an anno anno anno anno anno   | F   | REQUENCY                    | nn <b>óm</b> nussannas     |             |     | Not Important<br>/ Relevant                            | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant   | Critical /<br>Highly<br>Relevant   |  |  |  |
|  | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job. | Annually I perform this task yearly, or up to a few times per year. | task monthly,<br>or up to a | task weekly,<br>or up to a | up to a few |     | This task is<br>not important<br>to my current<br>job. | This taak is somewhat important or relevant to my job. Failure to do this task has some negative | do thìs task<br>has       | This task is<br>critical or<br>lighly relevant<br>to my job.<br>Failure to do<br>this task has<br>very serious<br>negative |  |  |  |
|  | Not<br>Performed   | Annually  | Monthl                      | / Week                     | y Dally     | lmp | Not<br>ortant /<br>levant                              | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant   | Ortical / Highly<br>Relevant   |  |  |  |
| Communicate with points of contact at Detached Mail Unit (DMU) to resolve discrepancies with customer account.   | 0  | 0   | 0                           | 0                          | 0           |     | 0  | 0  | 0                         | 0  |  |  |  |
| Communicate with mailers regarding mail transport equipment (MTE) needed for preparing mail.   | 0  | 0   | 0                           | 0                          | 0           |     | 0  | 0  | 0                         | 0  |  |  |  |
| Coordinate scheduling of Trailers to ensure mail is picked up at Detached Mail Unit (DMU) locations.   | 0  | 0   | 0                           | 0                          | 0           |     | 0  | 0  | 0                         | 0  |  |  |  |
|  | Not<br>Performed   | Annually  | Monthly                     | / Weak                     | y Daily     | Imp | Not<br>pitant / Son<br>levant                          | newhat important<br>Relevant   | / Important /<br>Relevant | Critcal / Highly<br>Relevant   |  |  |  |
| Communicate pricing decisions and updates to customer,   | 0  | 0   | 0                           | 0                          | 0           | 1   | 0  | 0  | 0                         | 0  |  |  |  |
| Communicate with others to identify, troubleshoot, and resolve discrepancies and errors with postage statements, mailer acorecards, and malipiece processing activities regarding mail acceptance and verification processes, polices, and procedures. | 0  | 0   | 0                           | 0                          | 0           |     | 0  | 0  | 0                         | 0  |  |  |  |

#### Communication

| •  |  |          |                            |                               |                                      |  | IMPORTA  | NCE   |                                  |
|--|--|----------|----------------------------|-------------------------------|--------------------------------------|--|--|---|----------------------------------|
|  |  | FI       | REQUENCY                   | Dynamin Marie                 |                                      | Not Imp<br>/ Rele  |  | Important /<br>Relevant   | Crifical /<br>Highly<br>Relevant |
|  | Performed  I do not perform this perform this perform this task now or up to a corrupt oa of the times perform this perfor |          | task weekly,<br>or up to a | task dally, or<br>up to a few | This te<br>not imp<br>to my c<br>jot | This task is somewhat important or relevent to my job, Failure to to this task | do this task<br>has<br>onsiderable<br>negative | This task is critical or ighly relevant to my job. Failure to do this task has every serious negative |                                  |
|  | Not<br>Performed   | Annually | Month                      | ly Week                       | ly Daily                             | Not<br>Importent /<br>Relevant   | Somewhat<br>Important /<br>Relevant            | Important /<br>Relevant   | Grifcal / Highly<br>Relevant     |
| Oversee and ensure customer outreach activities including updates to new programs, pricing, and holiday schedules are completed, | 0  | 0        | 0                          | 0                             | 0                                    | 0  | 0  | 0   | 0                                |
| Communicate with employees and customers to facilitate customer transition to and from products and services.                    | 0  | 0        | 0                          | 0                             | 0                                    | 0  | 0  | 0   | 0                                |
| Ensure acceptance policies and procedure related updates are communicated to and understood by employees.                        | 0  | 0        | 0                          | 0                             | 0                                    | 0  | 0  | 0   | 0                                |
|  | Not<br>Performed   | Annually | Month                      | ly Weel                       | ly Daily                             | Not<br>Important /<br>Relevant   | Somewhat Important /<br>Refevant               | Important /<br>Relevant   | Critical / Highly<br>Relevant    |
| Review and ask BME units to reach out to customers to resolve dormant jobs to ensure payment and processing are completed.       | 0  | 0        | 0                          | 0                             | 0                                    | 0  | O ·  | 0   | 0                                |
| Communicate updates regarding mail verification failures, discrepancies, and issues to employees and customers,                  | 0  | 0        | 0                          | 0                             | 0                                    | 0  | 0  | 0   | 0                                |

### Communication

|   |  |   |                            |                            |         |      |                                   | IMPORTA  | NCE   |   |
|---|--|---|----------------------------|----------------------------|---------|------|-----------------------------------|--|---|---|
|   |  | F   | REQUENCY                   |                            |         |      | Not Imp                           | important/   | mportent /<br>Refevant  | Critical /<br>Highly  |
|   | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job. | Annually I perform this I task yearly, or up to a few times per i year. | ask monthly,<br>or up to a | task weekly,<br>or up to a |         |      | This ta<br>not import<br>to my co | This task is somewhat important or relevant to my jo otant urrent do this task | This lask is mportant or levant to my his failure to this task it tonsiderable negative | to my job.<br>ailure to do<br>ils task has<br>ery serious<br>педаlive |
|   | Not<br>Performed   | Annually  | Monthly                    | Weekl                      | y Dally | Impo | lot<br>ortant /<br>evant          | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant   | Critcal / Highly<br>Relevant  |
| Lead one on one meetings with employees to provide direction and guidance, discuss goals and performance, and provide feedback.   | 0  | 0   | 0                          | 0                          | 0       | (    | )                                 | 0  | 0   | 0   |
| Conduct team meetings and safety and stand up talks to keep craft employees<br>informed of USPS initiatives, local projects, and policy, regulation, and safety<br>standards. | 0  | 0   | 0                          | 0                          | 0       |      | )                                 | 0  | 0   | 0   |
|   | Not<br>Performed   | Annually  | Monthly                    | Weekl                      | y Daily | Impo | lot<br>ortent /<br>ovant          | Somewhat Important /<br>Relevant   | Important /<br>Relevant   | Critcal / Highly<br>Relevant  |
| Communicate with union representatives to resolve contractual conflicts and ensure<br>adherence to local and national agreements.   | 0  | 0   | 0                          | 0                          | 0       | (    | )                                 | 0  | 0   | 0   |
| Communicate with employees at the start of shifts to provide updates, ensure<br>equipment is working properly, and the unit is ready for customers.                           | 0  | 0   | 0                          | 0                          | 0       |      | C                                 | 0  | 0   | 0   |
|   |  |   |                            |                            |         |      |                                   |  |   |   |

# **Supporting Compliance**

|   | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job. | Annually | task monthly,<br>or up to a | lask weekly,<br>or up to a | Delly I perform this task dally, or up to a few Itmes per day. | Not important / Rolovant  This task is not important to my current job. | Somewhat Important / Relevant This task is somewhat Important or relevant to my Job, Fallure to do this task has some negative | Important / Relevant This task is important or rolevant to my job. Failure to do this task has considerable negative consequences. | to my job. Fallure to do this task has very serious negative |
|---|--|----------|-----------------------------|----------------------------|--|---|--|--|--|
|   | Not<br>Performed   | Annualiy | Monthi                      | / Week                     | ly Daily   | Not<br>Important /<br>Relevant  | Somewhat<br>Important /<br>Relevant  | important /<br>Relevant  | Critical /<br>Highly<br>Relevant                             |
| Ensures that BMEU and dock area contains available space for customers to present mall for acceptance.  | 0  | 0        | 0                           | 0                          | 0  | 0   | 0  | 0  | 0  |
| Manage employee time and attendance, including mainteining accurate timekeeping records.  | 0  | 0        | 0                           | 0                          | 0  | 0   | 0  | 0  | 0  |
| Coordinate hiring activities (e.g., schedule information sessions, create job posting requests, conduct interviews) with local Human Resources to manage facility complement. | 0  | 0        | 0                           | 0                          | 0  | 0   | 0  | 0  | 0  |
|   | Not<br>Performed   | Annualiy | Monthi                      | / Week                     | ly Daily   | Not<br>Important /<br>Relevant  | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant  | Critical / Highly<br>Relevant                                |
| Authorize overfime based on workload, available resources and labor agreement/ union contract.  | 0  | 0        | 0                           | 0                          | 0  | 0   | 0  | 0  | 0  |
| Request work orders for maintenance of the facility (e.g., lightbulb replacements).   | 0  | 0        | 0                           | 0                          | 0  | 0   | 0  | 0  | 0  |

# **Supporting Compliance**

|   |   |                            |                             |   |                            |  | IMPOR  | TANCE  |   |
|---|---|----------------------------|-----------------------------|---|----------------------------|--|--|--|---|
|   | processor and the same of the |                            | FREQUENCY                   |   | Not Importan<br>/ Relevant | Somewhat<br>Important /<br>Relevant                    | Important /<br>Relevant  | Critical /<br>Highly<br>Relevant   |   |
|   | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current Job,  | tesk yearly,<br>or up to a | task monthly,<br>or up to a | Weekly Daily s perform this perform this t, task weekly, task daily, or or up to a up to a few times per week. day, |                            | This task is<br>not important<br>to my current<br>job. | This task is somewhat important or relevant to my job. Fallure to do this task has some negative | This task is important or relevant to my job. Failure to do this task has considerable negative consequences | This task is critical or highly relevant to my job. Fallure to do this task has yery sarlous negative |
|   | Not<br>Performed  | Annually                   | / Monthly                   | y Week  | ly Dally                   | Not<br>Important /<br>Relevant                         | Somewhat<br>Important /<br>Relevant  | important /<br>Relevant  | Critical /<br>Highly<br>Relevant  |
| Ensure adherence to labor relations policies and procedures, such as those contained in<br>the Employee Labor Manual (ELM), and Memoranda of Understanding (MOUs).                              | 0   | 0                          | 0                           | 0   | 0                          | 0  | 0  | 0  | 0   |
| Follow procedure for conducting investigative interviews and welcome back meetings with<br>employees regarding incidents and call-outs to document events and gather clarifying<br>information. | 0   | 0                          | 0                           | 0   | 0                          | 0  | 0  | 0  | 0   |

| Complete Grievance Summaries (PS Form 2608/2609); schedule and hold Step 1/Informal meeting with union representative; respond to Union requests for information; and maintain record.  Ensure safety and health related activities such as fire extinguisher checks are completed.  Prepare official correspondence to employees, Lebor Relations, and unions to document employee attendance or performance issues (e.g., Letters of Warnings, notifications of disciplinary meetings, discipline scatation procedures).   | Not Performed I do not perform this task in my current job.  Not Performed  Not Performed  O | Annually<br>I perform this I p<br>task yearly, tas                     | perform this I pe<br>sk monthly, (as<br>or up to a or<br>w times per few  | k weekly, tas<br>rup to a up                    | Daily  Inform this k daily, or to a few mes per day.  Daily  Daily | Not Important / Relevant  This bask is not important to my currer job.  Not Important / Relevant  O  Not Important / Relevant  O  O  O  O  O  O  O  O  O  O  O  O  O | Relevant This task is somewhat Important or relevant to my obt. Failure to do this task has some negative  | Importent / Relevant This teek is importent or relevant to my job. Failure to do fhis task has considerable negative consequences Important / Relevant | to my job,<br>Failure to do<br>this task has<br>very serious<br>negative  |
|--|--|--|---|---|--|--|--|--|---|
| and the state of t | Suppo  | rting Con  | npliance  |   |  |  |  |  |   |
|  |  | <b>g</b>   | ,   |   |  |  |  |  |   |
|  |  |  |   |   |  |  | And the course of the course o | TANCE  |   |
|  | Not  |  | EQUENCY  Monthly V  | Veek y  | Daily  | Not Importer<br>/ Relevant   | Relevant   | Important /<br>Relevant  | Critical /<br>Highly<br>Relevent  |
|  | fock in my   | perform this i p<br>task yearly, tas<br>or up to a<br>ow times per few | erform this I per<br>ik monthly, task<br>or up to a or<br>v times per few | rform this I pe<br>k weekly, tasi<br>up to a up | manusani l   | This task is<br>not importer<br>to my curren<br>job.   | Job. Failure to<br>do this task<br>has some<br>negative  |  | to my job. Fallure to do this task has very serious negative  |
|  | Not<br>Performed   | Annually   | Monthly   | Weekly  | Daily  | Not<br>Important /<br>Relevant   | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant  | Critical /<br>Highly<br>Relevant  |
| Complete and verify employee time, attendance, clock rings, and leave balances to ensure accurate timekeeping.   | 0  | 0  | 0   | 0   | 0  | 0  | 0  | 0  | 0   |
| Create, roview, and update schedule for employees to ensure appropriate coverage for the BMEU and DMU site visits.   | 0  | 0  | 0   | 0   | 0  | 0  | 0  | 0  | 0   |
| Serve as an administrator for multiple communication lines (e.g., email accounts, phone lines) and takes appropriate action to address inquiries.  | 0  | 0  | 0   | 0   | 0  | 0  | 0  | 0  | 0   |
|  | Not<br>Performed   | Annually   | Monthly   | Weekly  | Dally  | Not<br>Important /<br>Relevant   | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant  | Critical / Highly<br>Relevant   |
| Oversee holpdesk operations and activities using reporting tools and applications and take action to address customer calls and agent availability.  | 0  | 0  | 0   | 0   | 0  | 0  | 0  | 0  | 0   |
| Supervise the Malling & Shipping Solutions Center (MSSC) operations, activities, and<br>agent performance including incoming/outgoing calls, email volume, service requests,<br>and call wait queue times.   | 0  | 0  | 0   | 0   | 0  | 0  | 0  | 0  | 0   |
|  | Suppor   | rting Con  | npliance  |   |  |  |  |  |   |
|  |  |  |   |   | !  |  | IMPOR  | RTANCE   |   |
|  | parameter (  | FR   | EQUENCY   |   |  | Not Importar<br>/ Relevant   | Important /  | Important /<br>Relevant  | Critical /<br>Highly  |
|  | task in my   | perform this I p<br>task yearly, tas<br>or up to a<br>ow times per fev | erform this I pe<br>ok monthly, tast<br>or up to a or<br>y times per few  | kweekly, tas<br>uptoa up                        | Dally rform this k deily, or to a few mes per day.                 | This task is not importar to my currer job.  | This task is somewhat important or relevent to my job. Failure to do this task has some negative   | This task is<br>importent or<br>rolevant to my<br>job, Failure to  | Relevant This task is critical or highly relevant to my job. Feiture to do this task has very serious negative consequences |
|  | Not<br>Performed   | Annually   | Monthly   | Weekly  | Dally  | Not<br>Important /<br>Relevant   | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant  | Critical /<br>Highly<br>Relevant  |
| Review and ensure incoming mall (e.g., fee payments, return mall) for the BME unit is received and processed accurately.   | 0  | 0  | 0   | 0   | 0  | 0  | 0  | 0  | 0   |
| Oversee and evaluate customer service request information to ensure employees address service requests timely.   | 1 0  | 0  | 0   | 0   | 0  | 0  | 0  | 0  | 0   |

Critical / Highly Relevant

Somewhat Important /

|  |  |  |           |                            | IMPORTANCE                    |  |  |  |  |  |
|--|--|--|-----------|----------------------------|-------------------------------|--|--|--|--|--|
|  | (married married marri | -  | FREQUENCY |                            | Not Important<br>/ Retevant   | Somewhat<br>Important /<br>Relevant                    | Important /<br>Relevant  | Critical /<br>Highly<br>Relevant                                   |  |  |
|  | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job.   | I do not erform this it task yearly, task yearly, task in my urrent job. |           | task weekly,<br>or up to a | task dally, or<br>up to a few | This task is<br>not important<br>to my current<br>job. | This task is somewhat important or relevant to my job. Failure to do this task has some negative | job. Fallure to<br>do this task<br>has<br>considerable<br>negative | This task is<br>critical or<br>highly relevant |  |
|  | Not<br>Performed   | Annually   | Monthly   | / Week                     | y Daily                       | Not<br>Important /<br>Relevant                         | Somewhat<br>Importent /<br>Relevant  | Important /<br>Relevant  | Critical /<br>Highly<br>Relevant               |  |
| Oversee and ensure responsive actions occur to resolve customer requests and inquiries | ^  |  |           |                            |                               | Relevant   | Relevant   |  |  |  |
| timely in accordance with service level agreements.                                    | 0  | O  | O         | O                          | O                             |  | 0  | O  | O  |  |
| Oversee BME unit inventory to ensure adequate supplies are maintained.                 | 0  | 0  | 0         | 0                          | 0                             | 0  | 0  | 0  | 0  |  |
|  |  |  |           |                            |                               |  |  |  |  |  |

# **Providing Direction, Guidance, and Information**

|  |  | į        | REQUENCY                    |                            |  | Not Importa  | Critical /<br>Highly   |   |  |
|--|--|----------|-----------------------------|----------------------------|--|--|--|---|--|
|  | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job. |          | task monthly,<br>or up to a | task weekly,<br>or up to a | Daily I perform this task daily, or up to a few times per day. | / Relevant This task is not imported to my curren job. | This task is somewhat important or relevant to my job. Failure to do this task has some negative | Relevant This task is important or relevant to my job. Fallure to do this task has considerable negative consequences | Relevant This task is critical or highly relevant to my job. Fallure to do this task has very serfous negative |
|  | Not<br>Performed   | Annualty | Monthi                      | y Week                     | ly Daily   | Not<br>Important /<br>Relevant                         | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant   | Critical /<br>Highly<br>Relevant   |
| Provide on-call direct support and guidance to agents (employees) using Postal policies, processes, tools, and technologies to resolve customer inquiries. | 0  | 0        | 0                           | 0                          | 0  | 0  | 0  | 0   | 0  |
| Provide status updates, identify training opportunities, and communicates with others (e.g., phone calls, meetings) to support helpdesk activities.        | 0  | 0        | 0                           | 0                          | 0  | 0  | 0  | 0   | 0  |
| Develop and update process guides, workflows (e.g., processing statement of ownership, permit cancellations) for BMEU employees.                           | 0  | 0        | 0                           | 0                          | 0  | 0  | 0  | 0   | 0  |
|  | Not<br>Performed   | Annually | Monthi                      | y Week                     | ly Da <del>i</del> ly  | Not<br>Important /<br>Relevant                         | Somewhat<br>Important /<br>Rejevant  | Important /<br>Relevant   | Critical / Highly<br>Refevant  |
| Provide direction and guidance to others regarding Intelligent Mail Barcode (IMSB) tool, Business Custonier Galeway (BCG), and Postage Statement Wizard.   | 0  | 0        | 0                           | 0                          | 0  | 0  | 0  | 0   | 0  |
| Ensure customer is contacted with account related updates including guidance on corrective actions for mallpiece and acceptance procedures.                | 0  | 0        | 0                           | 0                          | 0  | 0  | 0  | 0   | 0  |
| Provide direction and guidance to others regarding mail acceptance, verification, and compliance policies, processes, and procedures.                      | 0  | 0        | 0                           | 0                          | 0  | 0  | 0  | 0   | 0  |

# Researching and Analyzing Information & Reports

|  |                                  |          |  |                            |                               |   | IMPOR   | RTANCE   |  |
|--|----------------------------------|----------|--|----------------------------|-------------------------------|---|---|--|--|
|  | Not I                            |          | REQUENCY   |                            |                               | Not Important<br>/ Relevant                   | Somewhat<br>Important /<br>Relevant                     | Important /<br>Relevant  | Critical /<br>Highly<br>Relevant                             |
|  | Performed  I do not perform this |          | Monthly I perform this task monthly, or up to a few times per month. | task weekly,<br>or up to a | task daily, or<br>up to a few | This task is not important to my current job. | job. Failure to<br>do this task<br>has some<br>negative | This task is important or relevant to my job. Failure to do this task has considerable negative consequences | to my job. Failure to do this task has very serious negative |
|  | Nat<br>Performed                 | Annually | Monthi   | y Week                     | iy Daily                      | Not<br>Importent /<br>Relevant                | Important /<br>Relevant                                 | Important /<br>Refevant  | Critical / Highly<br>Relevant                                |
| Review customer survey (OSAT) responses and reach out to customer to identify<br>potential causes and action items to address customer experience.                                 | 0                                | 0        | 0  | 0                          | 0                             | 0   | 0   | 0  | 0  |
| Evaluate call quality performance, customer satisfaction scores and interactions to ensure service standards are met, and klentify opportunities for improvement (e.g., training). | 0                                | 0        | 0  | 0                          | 0                             | 0   | 0   | 0  | 0  |
| Complete and use reports and tracking logs summarizing daily help deak activities and customer satisfaction scores.  | 0                                | 0        | 0  | 0                          | 0                             | 0   | 0   | 0  | 0  |
| Investigate root cause of customer satisfaction scores by contacting customer, listening to phone call recordings, reviewing open ended comments, and discussing with employee.    | 0                                | 0        | 0  | 0                          | 0                             | 0   | 0   | 0  | 0  |

|  |                                 |                            |           |                            |  |  | IMPOR                               | TANCE   |   |
|--|---------------------------------|----------------------------|-----------|----------------------------|--|--|-------------------------------------|---|---|
|  | Not                             | Name and American          | FREQUENCY | 2015 Mary Abrahaman III    |  | Not Important<br>/ Relevant                            | Somewhat<br>Important /<br>Relevant | Important /<br>Relevant                         | Critical /<br>Highly<br>Relevant  |
|  | Performed I do not perform this | lask yearly,<br>or up to a |           | task weekly,<br>or up to a | Daily I perform this task daily, or up to a few times per day. | This task is<br>not important<br>to my current<br>job. | relevant to my                      | do this task<br>has<br>considerable<br>negative | This task is critical or highly relevant to my job. Fallure to do this task has very serious negative |
|  | Not<br>Performed                | Annually                   | / Monthi  | y Week                     | ly Daily   | Not<br>Important /<br>Relevant                         | Important /<br>Relevant             | Important /<br>Relevant                         | Critical / Highly<br>Relevant   |
| Compile documents and information needed to address OIG audits regarding permits, verification samples, and maliplece scans. | 0                               | 0                          | 0         | 0                          | 0  | 0  | 0                                   | 0   | 0   |

# Researching and Analyzing Information & Reports

| . •  | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job. | Annually | task monthly,<br>or up to a | task weekly<br>, or up to a | Dally<br>I perform this<br>task daily, or<br>up to a few | Not Importent / Relevant This task is not important to my current job. | Somewhat<br>Important /<br>Relevant<br>This task is<br>somewhat<br>Important or<br>relevant to my<br>job. Failure to<br>do this task<br>has some<br>negative | Important / Relevant This task is important or relevant to my job, Failure to do this task has considerable negative scorsequences | to my job. Fallure to do this task has very serious negative |
|--|--|----------|-----------------------------|-----------------------------|--|--|--|--|--|
|  | Not<br>Performed   | Annually | Monthly                     | Week                        | ly Daily   | Not<br>Important /<br>Refevant   | Important /<br>Relevant  | Important /<br>Relevant  | Grifical / Highly<br>Relevant                                |
| Complete mileage reconciliation for postal owned vehicles and submit to Vehicle Maintenance Facility (VMF).                                    | 0  | 0        | 0                           | 0                           | 0  | 0  | 0  | 0  | 0  |
| Resolve customer account discrepancies and concerns escalated by employees or delegated by management.   | 0  | 0        | 0                           | 0                           | 0  | 0  | 0  | 0  | 0  |
| View and take action based on system generated reports to address and resolve<br>helpdask activities.  | 0  | 0        | 0                           | 0                           | 0  |  | 0  | 0  | 0  |
| Prepare and distribute reports, status updates, and summaries regarding daily help desk adtivities for management review.                      | 0  | 0        | 0                           | 0                           | 0  | 0  | 0  | 0  | 0  |
| Gather and summarize help deak activity and customer satisfaction scores to support the Mailing & Shipping Solutions Center (MSSC) operations. | 0  | 0        | 0                           | 0                           | 0  | 0  | 0  | 0  | 0  |

# Researching and Analyzing Information & Reports

|  | Prequency    Not |          |          |        |          | / Relevan                      | nas some considerable ver negative negative consequences consequences consequences |                         |                               |  |  |
|--|------------------|----------|----------|--------|----------|--------------------------------|--|-------------------------|-------------------------------|--|--|
|  | Not<br>Performed | Annually | / Monthi | y Week | ly Daily | Not<br>Important /<br>Relevant | Important /<br>Relevant  | Important /<br>Relevant | Critical / Highly<br>Relevant |  |  |
| Oversee completion of reports to identify discrepancies and ensures action items are initiated, such as contacting customer to resolve errors.   | 0                | 0        | 0        | 0      | 0        | 0                              | 0  | 0                       | 0                             |  |  |
| Identify and develop reports summarizing current electronic versus hardcopy statements by office/location to inform others of current status and updates.  | 0                | 0        | 0        | 0      | 0        | 0                              | 0  | 0                       | 0                             |  |  |
| Oversee accurate completion of tracking log sand reports to ensure adherence to compliance and reporting requirements.   | 0                | 0        | 0        | 0      | 0        | 0                              | 0  | 0                       | 0                             |  |  |
| Create and distribute summary reports regarding mail verification compliance.  | 0                | 0        | 0        | 0      | 0        | 0                              | 0  | 0                       | 0                             |  |  |
| Research and lookup information in systems and applications (e.g., PostalOne, BCG) to<br>view customer account information to troubleshoot and resolve errors and discrepancies<br>with customer accounts. | 0                | 0        | 0        | 0      | 0        | 0                              | 0  | 0                       | 0                             |  |  |

# Researching and Analyzing Information & Reports

|  |  |          |  |                            |                               |   | IMPO  | RTANCE  |  |   |
|--|--|----------|--|----------------------------|-------------------------------|---|---|---|--|---|
|  | homenin  | ·        | FREQUENCY  |                            |                               | Not Importa<br>/ Relevant                 |   | Important /<br>Relevant   | Critical /<br>Highly<br>Relevant   |   |
|  | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job. |          | Monthly I perform this task monthly, or up to a few times per month, | task weekly,<br>or up to a | task daily, or<br>up to a few | This task is not importa to my curre job. | This task is somewhat important or relevant to m job. Failure to do this task has some negative | important or<br>relevant to my<br>y job. Failure to<br>do this task | This task is<br>critical or<br>highly relevant<br>to my job.<br>Failure to do<br>this task has<br>very serious<br>negative |   |
|  | Not<br>Performed   | Annually | Monthly  | / Weekl                    | y Dally                       | Not<br>Important /<br>Relevant            | Important /<br>Relevant   | Important /<br>Relevant   | Griffical / Highly<br>Relevant   |   |
| Review and correct Time and Attendance Collection System (TACS) reports, such as<br>unauthorized/authorized overtime, clock-ring errors, missing time, tour deviation,<br>amployee on the clock. | 0  | 0        | 0  | 0                          | 0                             | 0   | 0   | 0   | 0  | • |
| Review and analyze quality and sox compliance controls and reports to identify failures within assigned districts.   | 0  | 0        | 0  | 0                          | 0                             | 0   | 0   | 0   | 0  |   |
| Address recurring instances of poor time/clock-ring performance (clock-ring integrity eport) with employees to ensure accountability.  | 0  | 0        | 0  | 0                          | 0                             | 0   | 0   | 0   | 0  |   |
|  | O  |          | ٥.   | _                          |                               |   |   |   |  |   |

### **Quality Assurance & Review**

|   | I do not perform this task in my current lob. | nually Mo<br>orm this I perfo<br>yearly, task n<br>up to a or u<br>mes per few the | orm this I perf<br>nonthly, task<br>ploa or u<br>nes perfew ti | weekly, tasi<br>p to a up | Not Importan<br>/ Relevant  This task is<br>not importan<br>to my curren<br>job. | Somewhat Important / Relevant This task is somewhat or relevant to my job, Fallure to do this task has some negative | Important / Relevant This task is important or relevant to my job, Fellure to do this task has considerable negative consequences | to my Job,<br>Failure to do<br>this task has<br>very serious<br>negative |                                  |
|---|---|--|--|---------------------------|--|--|---|--|----------------------------------|
|   | Not Performed                                 | Annually   | Monthly  | Weekly                    | Daily  | Not<br>Important /<br>Relevant   | Somewhat<br>Important /<br>Relevant   | Important /<br>Relevant  | Critical /<br>Highly<br>Relevant |
| Conduct mailer scorecard assessment to identify and resolve errors and complete dispute assessment worksheet to determine if assessment is warranted. | 0   | 0  | 0  | 0                         | 0  | 0  | 0   | 0  | 0                                |
| Oversee review and monitoring of dormant statements to ensure action items are completed timely,  | 0   | 0  | 0  | 0                         | 0  | 0  | 0   | 0  | 0                                |
| Review Business Reply Mail (BRM) artwork to ensure completeness; collaborate with stakeholders to troubleshoot and resolve errors.                    | 0   | 0  | 0  | 0                         | 0  | 0  | 0   | 0  | 0                                |
|   | Not Performed                                 | Annually   | Monthly  | Weekly                    | Dally  | Not<br>Important /<br>Relevant   | Somewhat<br>Important /<br>Relevant   | Important /<br>Relevant  | Critical / Highly<br>Relevant    |
| Review hardcopy postage statements to confirm processing date and time are properly recorded and ensure records are stored properly.                  | 0   | 0  | 0  | 0                         | 0  | 0  | 0   | 0  | 0                                |
| Ensure completion of mall quality reviews for possible assessments.   | 0   | 0  | 0  | 0                         | 0  | 0  | 0   | 0  | 0                                |
| Process mailer assessments and collaborate with others to identify and resolve discrepancies between customer files and system records.               | 0   | 0  | 0  | 0                         | 0  | 0  | 0   | 0  | 0                                |

### **Quality Assurance & Review**

|  |  |           |          |           |            | 1  | IMPO  | RTANCE                  |   |
|--|--|-----------|----------|-----------|------------|--|---|-------------------------|---|
|  | No.  | FREQUENCY |          |           |            |  |   | Important /<br>Relevant | Critical /<br>Highly<br>Relevant  |
|  | Performed Annually Monthly Weekly Daily  I do not perform this lask yoarly, or up to a tesk in my current job.  I do not perform this lask woarly, or up to a few times per few times per few times per month.  Monthly Weekly Daily  I perform this lask woakly, ask weekly, or up to a few to a few times per few times per month.  I perform this lask woakly, or up to a few times per few times per week.  I do not perform this lask woakly, or up to a few times per few times per day. |           |          |           |            | This task in the interpretation of the inter | relevant to my<br>job. Fallure to<br>do this task<br>has some<br>negative | Job. Failure to         | This task is critical or highly relevant to my job. Fallure to do this task has very serious negative |
|  | Not Performed  | Annua     | ally Mon | nthly Wee | ikly Daily | Not<br>Impertant /<br>Relevant   | Somewhat<br>Important /<br>Relevant                                       | Important /<br>Relevant | Critical /<br>Highly<br>Relevant  |
| Escalate pricing questions and requests (e.g., discrepancies, exceptions, refunds) to the<br>Pricing & Classification Service Center (PCSC) for approval/review. | 0  | 0         |          | ) (       | 0          | 0  | 0   | 0                       | 0   |
| Review manifest mailing reports to ensure verification process is completed accuracy.  | 0  | 0         |          |           | 0          | 0  | 0   | 0                       | 0   |
| Perform Electronic Verification System (EVS) content audits by sampling mail contents.   | 0  | 0         |          |           | ) (        | 0  | 0   | 0                       | 0   |
|  | Not Performed  | Annue     | ally Mor | ithly Wed | akly Daily | Not<br>Important /<br>Relevant   | Somewhat<br>Important /<br>Relevant                                       | Important /<br>Relevant | Critical / Highly<br>Relovant   |

|  |  |                            |           |  |  |   | IMPOR                               | TANCE  |   |
|--|--|----------------------------|-----------|--|--|---|-------------------------------------|--|---|
|  | Not  |                            | FREQUENCY | THE STATE OF THE S |  | Not Important<br>/ Relevant                   | Somewhat<br>Importent /<br>Relevant | Importent /<br>Relevant  | Critical /<br>Highly<br>Relevant                          |
|  | Performed I do not perform this task in my | task yearly,<br>or up to a |           | task weekly,<br>or up to a   | Daily I perform this lask daily, or up to a few limes per day. | This task is not important fo my current job. | relevant to my                      | job, Fallure to<br>do this task<br>has<br>considerable<br>negative | Falkre to do<br>this task has<br>very serious<br>negative |
|  | Not Performs                               | ad Annu                    | ally Mon  | thly Wee   | skly Dally   | Not<br>Important /<br>Relevant                | Somewhat<br>Important /<br>Relevant | Important /<br>Relevant  | Critical /<br>Highly<br>Relevant                          |
| Review, discuss, and resolve mailer scorecard assessment related discrepancies and fees.   | 0  | C                          | ) C       | ) (  | 0  | 0   | 0                                   | 0  | 0   |
| Review and confirm customer periodical applications to ensure accuracy and completeness before submission to HQ for review and approval. | 0  | C                          | ) (       | ) (  | 0  | 0   | 0                                   | 0  | 0   |

# **Supporting Products & Services**

|   | i  |          |  |                            |                               | 1   |  |                         |  |
|---|--|----------|--|----------------------------|-------------------------------|---|--|-------------------------|--|
|   |  |          |  |                            |                               |   | IMPO   | RTANCE                  |  |
|   | <b></b>  |          | REQUENCY   |                            |                               | Not Importe<br>/ Relevan                    |  | Important /<br>Relevant | Critical /<br>Highly                                       |
|   | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job. |          | Monthly I perform this task monthly, or up to a few times per f month. | lask weekly,<br>or up to a | task dally, or<br>up to a few | This task in ot importation my currely job. | This task is<br>somewhat<br>important or<br>relevant to m<br>job. Failure to<br>do this task<br>has some<br>negative | y job. Fallure to       | Failure to do<br>this task has<br>very serious<br>negative |
|   | Not<br>Performed   | Annually | Monthly  | Week                       | ly Daify                      | Not<br>Important /<br>Relevant              | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant | Critical /<br>Highly<br>Relevant                           |
| Review and document customer account updates in ServiceNow to account for updates, discrepancies.   | 0  | 0        | 0  | 0                          | 0                             | 0   | 0  | 0                       | 0  |
| Travel to origin office to identify and troubleshoot mailing errors, review postage statements for accuracy, and ensure proper staging area for mail acceptance.  | 0  | 0        | 0  | 0                          | 0                             | 0   | 0  | 0                       | 0  |
| Oversee completion of sampling scans and mail volume for acceptance units using PostalOne dashboard.  | 0  | 0        | 0  | 0                          | 0                             | 0   | 0  | 0                       | 0  |
|   | Not<br>Performed   | Annually | Monthly  | Week                       | ly Daily                      | Not<br>Important /<br>Relevant              | Somewhat<br>Important /<br>Relevant  | Importent /<br>Relevant | Critical / Highly<br>Relevant                              |
| Conduct site observations at acceptance units to maintain working relationships with<br>customers, monitor employee firms and attendance, ensure timely completion of work,<br>and ensure a safe working environment. | 0  | 0        | 0  | 0                          | 0                             | 0   | 0  | 0                       | 0  |
| Review and discuss changes to DMU agreements with customers to ensure plant load (e.g., fayout, mail volume, and mail transportation and verification process) is complete and accurate.                              | 0  | 0        | . 0  | 0                          | 0                             | 0   | 0  | 0                       | 0  |
| Communicate with internal points of contact regarding quality and sox compliance failures to identify, troubleshoot, resolve, and mitigate future discrepancies or errors.  | 0  | 0        | 0  | 0                          | 0                             | 0   | 0  | 0                       | 0  |

# **Training & Developing**

|  |                                 |         |                             |  |  |  | IMPOR   | TANCE                   |  |
|--|---------------------------------|---------|-----------------------------|--|--|--|---|-------------------------|--|
|  | Not                             |         |                             | - Control of the Cont | 1  | Not Important<br>/ Relevant                            | Somewhat<br>Important /<br>Relevant                     | Important /<br>Relevant | Critical /<br>Highly<br>Relevant                           |
|  | Performed I do not perform this |         | task monthly,<br>or up to a | task weekly,<br>or up to a   | Daily I perform this task daily, or up to a few times per day. | This task is<br>not important<br>to my current<br>job. | Job. Fallure to<br>do this task<br>has some<br>negative | job. Failure to         | Fallure to do<br>this task has<br>very serious<br>negative |
|  | Not Perform                     | ed Annı | ially Mor                   | thly We  | ekly Daily   | Not<br>Important /<br>Relevant                         | Somewhat<br>Important /<br>Relevant                     | Important /<br>Relevant | Critical /<br>Highly<br>Relevant                           |
| Monitor timely completion of training regarding policies and procedures.   | 0                               | C       | ) (                         | ) (  | ) 0  | 0  | 0   | 0                       | 0  |
|  | Noi Perform                     | ed Annu | aaliy Mor                   | ilhiy We   | ekly Daily   | Not<br>Important /<br>Refevent                         | Somewhat<br>Important /<br>Relevant                     | Important /<br>Relevant | Critical / Highly<br>Relevant                              |
| Provide training and guidance to BMEU employees regarding mail acceptance and<br>verification policies and procedures. | 0                               | C       | ) (                         | ) (  | 0  | 0  | 0   | 0                       | 0  |

# **Utilizing Systems & Applications**

|  | Ì  |                                       |                              |                                |       |   | IMPOR  | RTANCE   |  |
|--|--|---------------------------------------|------------------------------|--------------------------------|-------|---|--|--|--|
|  |  | FF                                    | REQUENCY                     |                                |       | Not Importa                                       | nt Somewhat<br>Important /   | Important /<br>Relevant  | Critical /<br>Highly   |
|  | Not<br>Performed<br>I do not<br>perform this<br>task in my<br>current job. | l perform this i p<br>task yearly, is | sk monthly, ta<br>or up to a | sk weekly, ta<br>or up to a li |       | This task i<br>not importa<br>to my curre<br>job. | This task is somewhat important or relevant to my job. Failure to do this task has some negative | This task is<br>important or<br>relevant to my<br>job. Failure to<br>do this task<br>has | to my lob. Fallure to do this task has very serious negative |
|  | Not<br>Performed   | Annualty                              | Monthly                      | Weekly                         | Daily | Not<br>importent /<br>Relevant                    | Somewhat<br>Important /<br>Relevant  | Important /<br>Relevant  | Critical /<br>Highly<br>Relevant                             |
| Monitor and respond to emails to communicate updates, provide information, and address discrepancies with customer accounts.   | 0  | 0                                     | 0                            | 0                              | 0     | 0   | 0  | 0  | 0  |
| Review and verify customer Information using postal systems (e.g., Web Box Based Activity Tracking System [WebBATS], Business Customer Gataway [BCG]) and document findings for records. | 0  | 0                                     | 0                            | 0                              | 0     | 0   | 0  | 0  | 0  |
| Ensure agents have access to appropriate applications, systems, communication lines, and related materials necessary to perform work.  | 0  | 0                                     | 0                            | 0                              | 0     | 0   | 0  | 0  | 0  |
|  | Not<br>Performed   | Annually                              | Monthly                      | Weekly                         | Dally | Not<br>Important /<br>Refevent                    | Somewhat<br>Important /<br>Refevant  | Important /<br>Relevant  | Critical / Highly<br>Relevant                                |
| Monitor and address service requests in C360 relating to postage statement errors,<br>mailing activities, permit numbers, verifying credentials, and mail acceptance information.        | 0  | 0                                     | 0                            | 0                              | 0     | 0   | 0  | 0  | 0  |
| View business reply mail accounts in PostalOne and ensure payment for fees are processed correctly to the customer account.  | 0  | 0                                     | 0                            | 0                              | 0     | 0   | 0  | 0  | 0  |

#### Task Proficiency & Consequence

# Job Tasks Task Proficiency and Consequence Ratings

#### Instructions

This section includes a list of job tasks. For each task, you will be asked to indicate the proficiency, and consequence, as it relates to your job within the BMEU or MSSC. For each task, choose the rating that best reflects the proficiency and consequence of each task for your job. Your ratings should reflect your current Form 50 role and assignment within the BMEU or MSSC.

Proficiency is how soon a new employee must be able to perform the task independently. Consider how long it should take for a new employee to learn the task through a combination of training and/or on-the-job experience. For example, a task that an employee should learn within the first month would be Proficient Within 30 Days.

Consequence is the level of impact a task has if it is not performed successfully. For example, a task that has a minor impact would have a low consequence to successful performance.

There is a total of 86 tasks. The tasks are grouped together based on common themes and similarity with other tasks.

Use the rating scale below to rate each task statement:

| A SECTION ASSESSMENT OF THE PARTY OF THE PAR | (1995年) (1995年) - 1996年 - 199 | PROF   | CIENCY   | \$                      | TANGENIAN OLO MATTO DE RECEIR DE MATTE MATTE MATTE ANCIA  |  |  |  |  |  |  |  |
|--|---|--|--|---|---|--|--|--|--|--|--|--|
|  | By when   | must a new employee be   | able to perform this task  | independently?  |   |  |  |  |  |  |  |  |
| Consider how long it should take for a new employee to learn the task through a combination of training and/or on-the-job experience.  |   |  |  |   |   |  |  |  |  |  |  |  |
| Not Needed   | Proficient Within<br>6-12 Months  | Proficient Within 3-6<br>Months  | Proficient Within 1-3<br>Months  | Proficient<br>Within First 30<br>Days   | Proficient on First Day   |  |  |  |  |  |  |  |
| Successful job<br>performance<br>does not require<br>proficiency in<br>this task.  | A new employee must learn to perform this task within the first 6-12 months on the job,   | A new employee<br>must learn to<br>perform this task<br>within the first 3-6<br>months on the Job. | A new employee must learn to perform this task within the first 1-3 months on the Job. | A new employee must learn to perform this task within the first 30 days on the job. | A new employee must<br>be able to perform this<br>task on the first day of<br>the Job. Full<br>proficiency is<br>expected; training is<br>not provided. |  |  |  |  |  |  |  |

| ****** | Palaunian maasaan kanta sa ahaan ka sa ahaan ka sa ahaa ahaa ahaa ahaa ahaa ahaa aha | CONSEC   | UENCE   | PMP A COMPLET COMPLETE A COMPLETE COMPLETE COMPLETE AND COMPLETE AND COMPLETE COMPLI |
|--------|--|--|---|--|
| 1      |  | What is the consequence if the ta  | sk is not performed successfully?   |  |
|        | None   | Low  | Moderate  | Severe   |
|        | No impact to operations.   | Minor impact to operations.<br>Revenue may be incorrect but<br>recoverable over a short period<br>of time. | Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time, | Major impact to operations,<br>Unrecoverable or lost<br>revenue.   |
|        | No impact to operations.   | Revenue may be incorrect but<br>recoverable over a short period  | operations. Revenue may be<br>Incorrect but recoverable over  | Unrecoverable or lost  |

#### Communication

|  |               |   | PRO  | FICIENCY  |   |                                  |                              |            |   |  |
|--|---------------|---|--|---|---|----------------------------------|------------------------------|------------|---|--|
|  |               | Nat<br>Needed   |  | -6 Within 1-3   | roficient<br>Within<br>First 30<br>Days |                                  | C                            | ONSEQUENCE |   |  |
|  |               | Successfu<br>job<br>performen<br>does not<br>require<br>proficiency<br>in this<br>task. | must learn must lea<br>to perform to perfor<br>this task this task | e employee er n must learn me n to perform to this task the within the wi first 1-3 for months on the |   |                                  | None No impact to operations |            | mpact impact to operations. Revenue may be incorrect but rable short. | Severe  Mejor impact to operations. Unrecoverable or lost revenue. |
|  | Not<br>Needed | Proficient Within 6-<br>12 Months   | Proficient Within 3-<br>6 Months                                   | Proficient With<br>3 Months   | in 1- Proficient Wit<br>30 Days         | None                             | Low                          | Moderale   | Severe  |  |
| Facilitate implementation of<br>enhancements and changes to new and<br>existing help deak activities and<br>processes.   | 0             | 0   | 0  | 0   | 0                                       | 0                                | 0                            | 0          | 0   | 0  |
| Communicate information and lead training sessions related to changes in policies or procedures to employees,  | 0             | 0   | 0  | 0   | 0                                       | 0                                | 0                            | 0          | 0   | 0  |
| Follow-up with points of contact regarding mail feilures at locations to determine root causes and provide guidance to customers.  | 0             | 0   | 0  | 0   | . 0                                     | 0                                | 0                            | 0          | 0   | 0  |
|  | Nat Needed    | Proficient Within 6-12<br>Months  | Proficient Within 3-6<br>Months                                    | Proficient Within Months  | n 1-3 Proficient Withi<br>Days          | in 30 Proficient on First<br>Day | None                         | Low        | Moderate  | Savere   |
| Facilitate and coordinate meetings with<br>internal and external customers to<br>address customer satisfaction scores,<br>and identify opportunities for improving<br>helpdesk activities. | 0             | 0   | 0  | 0   | 0                                       | 0                                | Ο                            | 0          | 0   | 0  |
| Attend meetings and telecons to communicate updates, provide information, and address discrepancies with acceptance or customer accounts.  | 0             | 0   | 0  | 0   | 0                                       | 0                                | 0                            | 0          | 0   | 0  |
|  |               |   |  |   |   | ·                                |                              |            |   |  |

#### Communication

|  | ı             |  |   |   |  | ı                          |                      |     |   |  |
|--|---------------|--|---|---|--|----------------------------|----------------------|-----|---|--|
|  |               |  | PROI  | FICIENCY  |  |                            |                      |     |   |  |
|  |               | Not<br>Needed  | Proficient Proficier<br>Within 6- Within 3-<br>12 Months Months     | 6 Within 1-3 First 20   | Prolicient   |                            |                      | CO  | NSEQUENCE   |  |
|  |               | Successfi<br>job<br>performar<br>does not<br>require<br>profictenc<br>In this<br>task. | must learn must lear<br>to perform to perfor<br>this task this task | m must learn must lear<br>m to perform to perfor<br>this task this task<br>e within the within the<br>first 1-3 first 30<br>m menths on days or | e perform rn this task m on the first c day of the e job. Full proficiency |                            | No impact operations |     | ons. impact to operations. Revenue may be incorrect but recoverable | Severe  Major Impact to operations. Unrecoverable or lost revenue. |
|  | Not<br>Needed | Proficient Within 6-<br>12 Months  | Proficient Wilhin 3-<br>6 Months                                    | Proficient Within 1-<br>3 Months  | Proficient Within 30 Days  | Proficient on<br>First Day | None                 | Low | Moderate  | Severe   |
| Communicate with mallers regarding mall transport equipment (MTE) needed for preparing mall.   | 0             | 0  | 0   | 0   | 0  | 0                          | 0                    | 0   | 0   | 0  |
| Coordinate scheduling of Trailers to<br>ensure mail is picked up at Detached<br>Mail Unit (DMU) locations.   | 0             | 0  | 0   | 0   | 0  | 0                          | 0                    | 0   | 0   | 0  |
| Communicate with others to identify, troubleshoot, and resolve discrepancies and errors with postage statements, maller secrecards, and mallplace processing activities regarding mail acceptance and verification processes, polices, and procedures. | 0             | 0  | 0   | 0   | 0  | 0                          | 0                    | 0   | 0   | 0  |
|  | Not Needed    | Proficient Within 6-12<br>Months   | Proficient Within 3-6<br>Months                                     | Proficient Within 1-3<br>Months   | Proficient Within 30<br>Days   | Proficient on Firet<br>Day | None                 | Low | Moderale  | Severe   |
| Communicate with points of contact at<br>Detached Mail Unit (DMU) to resolve<br>discrepancies with customer account.   | 0             | 0  | 0   | 0   | 0  | 0                          | 0                    | 0   | 0   | 0  |

|  |               |  | PRO   | FICIENCY  |   |                            | ]                     |  |   |  |
|--|---------------|--|---|---|---|----------------------------|-----------------------|--|---|--|
|  |               | Not<br>Needed  | 12 Months Month:  | -6 Within 1-3 First 2   | on First<br>Day   |                            | :                     | c  | ONSEQUENCE  |  |
|  |               | Successf job performate does not require proficience in this task. | A new employee must learn to perform this task within the W first 6-12 irrs 3-4 | A new employee employer must learn to perform to this task within the first 1-3 months on days o days o | A new employee must be able to perform me this task me on the first k day of the proficiency n is |                            | No Impac<br>operation | Minor in to opera Revenu to be incons. bu recove over a period o | mpact impact to operations. Revenue ma be incorrect but rable short | Severe  Major Impact to operations. Unrecoverable or lost revenue. |
|  | Not<br>Needed | Proficient Within 6-<br>12 Months                                  | Proficient Within 3-<br>6 Months  | Proficient Within 1-<br>3 Months  | Proficient Within<br>30 Days  | Proficient on<br>First Day | None                  | Low  | Moderate  | Severe   |
| Communicate pricing decisions and updates to customer. | 0             | 0  | 0   | 0   | 0   | 0                          | 0                     | 0  | 0   | 0  |

### Communication

|  |               |   |  | PROFICIE  | ENCY                             | •  |   |                                |                               |   |  |  |
|--|---------------|---|--|---|----------------------------------|--|---|--------------------------------|-------------------------------|---|--|--|
|  |               | Not<br>Needs  | d Within 6- Wi   | roficient Pr<br>ithin 3-6 W<br>Months A   |                                  | Proficient<br>Within<br>First 30<br>Days | Proficient<br>on First<br>Day   |                                |                               | CONSE   | QUENCE   |  |
|  |               | Success job perform does n requir proficier in this task. | employee en<br>must learn mu<br>to perform to<br>t this task th<br>within the<br>cy first 6-12 fil<br>months on mo | nployee en<br>ust learn mu<br>perform to<br>his task th<br>thin the wi<br>rst 3-6 fi<br>onths on mo | ust learn<br>perform<br>his task |  | A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided. |                                | None No impact to operations. | Low Minor impact to operations, Revenue may be incorrect but recoverable over a short period of time. | Moderate Moderate Impact to operations. Revenue may be incorrect but recoverable over a long period of time. | Severe  Major impact to operations, Unrecoverable or lost revenue. |
|  | Not<br>Needed | Proficient Within 6-<br>12 Months                         | Proficient With<br>6 Months  |   | oficient W<br>3 Month            |  | Proficient With<br>30 Days  | ıln Proficient on<br>First Day | Nonø                          | Low   | Moderate   | Severe   |
| Communicate updates regarding mail verification failures, discrepancies, and issues to employees and customers,                  | 0             | 0   | 0  |   | 0                                |  | 0   | 0                              | 0                             | 0   | 0  | 0  |
| Communicate with employees and<br>customers to facilitate customer<br>transition to and from products and<br>services,           | 0             | 0   | 0  |   | 0                                |  | 0   | 0                              | 0                             | 0   | 0  | 0  |
| Oversee and ensure customer outreach activities including updates to new programs, pricing, and holiday schedules are completed. | 0             | 0   | 0  |   | 0                                |  | 0   | 0                              | 0                             | 0   | 0  | 0  |
|  | Not Needed    | Proficient WithIn 6-12<br>Months                          | Proficient Within Months   | n 3-6 Pro   | ticlent Wit<br>Month:            |  | roficient Withir<br>Days  | 30 Proficient on First<br>Day  | None                          | Low   | Moderate   | Severe   |
| Ensure acceptance policies and<br>procedure related updates are<br>communicated to and understood by<br>employees.               | 0             | 0   | 0  |   | 0                                |  | 0   | 0                              | 0                             | 0   | 0  | 0  |
| Review and ask BME units to reach out to customers to resolve dormant jobs to ensure payment and processing are completed.       | 0             | 0   | 0  |   | 0                                |  | 0   | 0                              | 0                             | 0   | 0  | 0  |

### Communication

|   | İ             |   | ī  | PROFICIENCY   |  |                               |                                 |                              |     |  |  |
|---|---------------|---|--|---|--|-------------------------------|---------------------------------|------------------------------|-----|--|--|
|   |               | Not<br>Needed   |  | oficient Proficient Within 1-3 onths Months   | Proficient<br>Within<br>First 30<br>Days                                 | Proficient<br>on First<br>Day |                                 |                              | C   | ONSEQUENCE   |  |
|   |               | Successful Job performanne does not require proficiency in this task. | employee emp | new A new employee at learn to perform this task within the st 3-6 months on e job. | to perform<br>this task<br>within the<br>first 30<br>days on<br>the job. | this task                     |                                 | None No impact to operations |     | mpact Moderate impact to operations. Revenue may be incorrect but recoverable over a loss. | Severe  Major Impact to operations. Unrecoverable or lost revenue. |
|   | Not<br>Needed | Proficient Wilhin 6-<br>12 Months                                     | Proficient Within<br>6 Months  | n 3- Proficient W<br>3 Monti  |  | Proficient With<br>30 Days    | nin Proficient on<br>First Day  | None                         | Low | Moderate   | Severe   |
| Lead one on one meetings with<br>employees to provide direction and<br>guidance, discuss goals and<br>performance, and provide feedback.                                | 0             | 0   | 0  | 0   |  | 0                             |                                 | 0                            | 0   | 0  | 0  |
| Communicate with employees at the start of shifts to provide updates, ensure equipment is working properly, and the unit is ready for customers.                        | 0             | 0   | 0  | 0   |  | 0                             | 0                               | 0                            | 0   | 0  | 0  |
|   | Not Needed    | Proficient Within 6-12<br>Months                                      | Proficient Within<br>Months  | 3-6 Proficient WI<br>Month  |  | oficient Withir<br>Days       | n 30 Proficient on First<br>Day | None                         | Low | Moderate   | Severe   |
| Communicate with union representatives<br>to resolve contractual conflicts and<br>ensure adherence to local and national<br>agreements.                                 | 0             | 0   | 0  | 0   |  | 0                             | 0                               | 0                            | 0   | 0  | 0  |
| Conduct team meetings and safety and stand up talks to keep craft employees informed of USPS initiatives, tocal projects, and policy, regulation, and safety standards. | 0             | 0   | 0  | 0   |  | 0                             | 0                               | 0                            | 0   | 0  | 0  |

# **Supporting Compliance**

|   | PROFICIENCY            |  |  |                                    |  |   |                                  |                          |  |             |  |
|---|------------------------|--|--|------------------------------------|--|---|----------------------------------|--------------------------|--|-------------|--|
|   |                        | Not<br>leeded  |  | Proficient<br>Within 3-6<br>Months |  | Proficient<br>Within<br>First 30<br>Days            | Proficient<br>on First<br>Day    |                          | ÇON:   | SEQUENCE    |  |
|   | per<br>do<br>re<br>pro | ccessful<br>job<br>flormand<br>nes not<br>equire<br>officiency<br>in this<br>task, | must lean<br>to perform<br>this task<br>within the<br>first 6-12 | withIn the                         | must learn<br>to perform<br>this task<br>within the<br>first 1-3 | must learn<br>to perform<br>this task<br>within the | day of the                       | No impact to operations, | Low Minor impact to operations, Revenue may be incorrect but | operations. | Severe  Major Impact to operations. Unrecoverable or lost revenue. |
|   | Not<br>Neede           | wit<br>d   | oficient<br>John 6-<br>12<br>Jonths                              | Proficient<br>Within 3-6<br>Months | Proficient<br>Within 1-3<br>Months                               | Proficier<br>Within 3<br>Days                       |                                  | None                     | Low  | Moderate    | Sovere   |
| Manage employee time and attendance, including maintaining accurate timekeeping records.  | 0                      | (  | 0  | 0                                  | 0  | 0   | 0                                | 0                        | 0  | 0           | 0  |
| Authorize overtime based on workload, available resources and labor agreement/union contract.   | 0                      | (  | 0  | 0                                  | 0  | 0   | 0                                | 0                        | 0  | 0           | . 0  |
| Request work orders for maintenance of the facility (e.g., lightbulb replacements).   | 0                      |  | 0  | 0                                  | 0  | 0   | 0                                | 0                        | 0  | 0           | 0  |
|   | Not<br>Neede           | , With   | ficient<br>in 6-12<br>onths                                      | Proficient<br>Within 3-6<br>Months | Proficient<br>Within 1-3<br>Months                               | Proficier<br>Within 3<br>Days                       | ni<br>Proficient on<br>First Day | None                     | Low  | Moderate    | Severe   |
| Ensures that BMEU and dock area contains evallable space for customers to present mail for acceptance.  | 0                      | (  | 0  | 0                                  | 0  | 0   | 0                                | 0                        | 0  | 0           | 0  |
| Coordinate hiring activities (e.g., schedule Information sessions, create job posting requests, conduct interviews) with local Human Resources to manage facility complement. | 0                      | •  | 0  | 0                                  | 0  | 0   | 0                                | 0                        | 0  | 0           | 0  |

# **Supporting Compliance**

| ·  |              |  |                                      | PROF                                  |                                    |   |   |                               |                  |  |  |
|--|--------------|--|--------------------------------------|---------------------------------------|------------------------------------|---|---|-------------------------------|------------------|--|--|
|  |              | Not<br>Needed  | Proficient<br>Within 6-<br>12 Months | Within 3-6                            |                                    | Proficient<br>Within<br>First 30<br>Days                        | Proficient<br>on First<br>Day   |                               | CON              | SEQUENCE   |  |
|  | 90<br>0      | performand<br>does not<br>require<br>proficiency<br>in this<br>task. |                                      | to perform<br>this lask<br>within the | first 1-3                          | must learn<br>to perform<br>this task<br>within the<br>first 30 | A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided. | None  No impact to operations | be incorrect but | Moderate Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time. | Severe  Major impact to operations, Unrecoverable or lost revenue. |
|  | Not<br>Needs | Witi<br>ed   |                                      | Proficient<br>Within 3-6<br>Months    | Proficient<br>Within 1-3<br>Months | Proficier<br>Within 3<br>Days                                   |   | None                          | Low              | Moderate   | Severe   |
| sure adherence to tabor relations policies and procedures, such as those contained<br>the Employee Labor Manual (ELM), and Memoranda of Understanding (MOUs),  | 0            | (  | )                                    | 0                                     | 0                                  | 0   | 0   | 0                             | 0                | 0  | 0  |
| tiow procedure for conducting investigative interviews and welcome back meetings<br>h employees regarding incidents and call-outs to document events and gather<br>rifying information.  | 0            | (  | )                                    | 0                                     | 0                                  | 0   | 0   | 0                             | 0                | 0  | 0  |
| epare official correspondence to employees, Labor Relations, and unions to<br>cument employee attendence or performance issues (e.g., Latters of Warnings,<br>iffications of disciplinary meetings, discipline escalation procedures). | 0            | (  | )                                    | 0                                     | 0                                  | 0   | 0   | 0                             | 0                | 0  | 0  |
|  | Not<br>Needs | d Withi  |                                      | Proficient<br>Within 3-6<br>Months    | Proficient<br>Within 1-3<br>Months | Proficien<br>Within 3t<br>Days                                  |   | None                          | Low              | Moderate   | Severe   |
| sure safety and health related activities such as fire extinguisher checks are impleted.   | 0            | (  | C                                    | 0                                     | 0                                  | 0   | 0   | 0                             | 0                | 0  | 0  |
| mplete Grievance Summarles (PS Form 2608/2609); schedule and hold Step<br>Normal meeting with union representative; respond to Union requests for<br>rmation; and maintain record.   | 0            | (  | )                                    | 0                                     | 0                                  | 0   | 0   | 0                             | 0                | 0  | 0  |

# **Supporting Compliance**

|  |                       |  |                                      | PROFIC   | CIENCY                             |  |   |                           |             |   |   |  |
|--|-----------------------|--|--------------------------------------|--|------------------------------------|--|---|---------------------------|-------------|---|---|--|
|  |                       | Not<br>eeded   | Proficient<br>Within 6-<br>12 Months | Within 3-6   |                                    | Proficient<br>Within<br>First 30<br>Days                                 | Proficient<br>on First<br>Day   |                           |             | CONS  | EQUENCE   |  |
|  | per<br>do<br>n<br>pro | Successful performance for does not require proficiency in this task.  Profice Not Within Needed 12. |                                      | must learn<br>to perform<br>this task<br>within the<br>first 3-8 | must learn                         | A new<br>employee<br>must learn<br>to perform<br>this task<br>within the | A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided. | No imp<br>to<br>operation | act<br>ons. | Low Minor impact to operations. Revenue may so Incorrect but recoverable over a short period of time. | Moderate Moderate Moderate impact to operations. Revenue may be incorrect but recoverable over a long period of time. | Severe  Mejor impact to operations. Unrecoverable or lost revenue, |
|  |                       |  |                                      | Proficient<br>Within 3-6<br>Months                               | Proficient<br>Within 1-3<br>Months | Proficier<br>Within 3<br>Days  |   | None                      | !           | Low   | Moderate  | Severe   |
| Complete and verify employee time, attendance, clock rings, and leave balances to ensure accurate timekeeping.   | 0                     | (  | 0                                    | 0  | 0                                  | 0  | 0   | 0                         |             | 0   | 0   | 0  |
| Oversee helpdesk operations and activities using reporting tools and applications and take action to address customer cells and agent availability.  | 0                     | +  | 0                                    | 0  | 0                                  | 0  | 0   | 0                         |             | 0   | 0   | 0  |
| Create, review, and update schedule for employees to ensure appropriate coverage for the BMEU and DMU site visits.   | 0                     | •  | 0                                    | 0  | 0                                  | 0  | 0   | 0                         |             | 0   | 0   | 0  |
|  | Not<br>Neede          | d With   |                                      | Proficient<br>Within 3-6<br>Months                               | Proficient<br>Within 1-3<br>Months | Proficier<br>Within 3<br>Days  |   | None                      | ,           | Low   | Moderate  | Severe   |
| Supervise the Mailing & Shipping Solutions Center (MSSC) operations, activities, and agent performance including incoming/outgoing calls, small volume, service requests, and call wait queue times. | 0                     | •  | 0                                    | 0  | 0                                  | 0  | 0   | 0                         |             | 0   | 0   | 0  |
| Serve as an administrator for multiple communication lines (e.g., email accounts, phone lines) and takes appropriate action to address inquiries,  | 0                     | ł  | 0                                    | 0  | 0                                  | 0  | 0   | 0                         |             | 0   | 0   | 0  |

# **Supporting Compliance**

### Qualtrics Survey Software

|   |            |   |   | PROFI  | CIENCY   |  |                                  |                          |   |  |  |
|---|------------|---|---|--|--|--|----------------------------------|--------------------------|---|--|--|
|   |            | Not<br>Needed   |   | Proficient<br>Wilhin 3-6<br>Months   |  | Proficient<br>Within<br>First 30<br>Days                                 | Proficient<br>on First<br>Day    |                          | CON   | SEQUENCE                                 |  |
|   |            | Successful<br>job<br>eerformand<br>does not<br>require<br>proficiency<br>in this<br>task. | must learn<br>to perform<br>this task<br>within the<br>first 6-12 | A new employee must learn to perform this task within the first 3-6 months on the lob. | must learn<br>to perform<br>this task<br>within the<br>first 1-3 | to perform<br>this task<br>within the<br>first 30<br>days on<br>the job, | on the first<br>day of the       | No impact to operations. | Low Minor Inpact to operations. Revenue may be incorrect but recoverable over a short period of time. | operations. Revenue may be incorrect but | Severe  Major impact to operations. Unrecoverable or lost ravenue. |
|   | No<br>Need | t Wil<br>led  | 12 1  | Proficient<br>Vithin 3-6<br>Months   | Proficient<br>Within 1-3<br>Months                               | Proficien<br>Within 30<br>Days   |                                  | None                     | Low   | Moderate                                 | Severe   |
| Oversee BME unit inventory to ensure adequate supplies are maintained.  | С          | ) (   | 0   | 0  | 0  | 0  | 0                                | 0                        | 0   | 0  | 0  |
| oversee and evaluate customer service request information to ensure employees diress service requests timely.                                 |            | ) (   | 0   | 0  | 0  | 0  | 0                                | 0                        | 0   | 0  | 0  |
|   | No<br>Need | t With  | in 6-12 V   | Proficient<br>Vithin 3-6<br>Months   | Proficient<br>Within 1-3<br>Months                               | Proficien<br>Within 30<br>Days   | nt<br>Proficient on<br>First Day | None                     | Low   | Moderate                                 | Severe   |
| Oversee and ensure responsive actions occur to resolve customer requests and<br>iquirties timely in accordance with service level agreements. | 0          | ) (   | 0   | 0  | 0  | 0  | 0                                | 0                        | 0   | 0  | 0  |
| teview and ensure incoming mail (e.g., fee payments, return mail) for the BME unit is<br>seeived and processed accurately.                    | 0          | ) (   | <b>O</b>  | 0  | 0  | 0  | 0                                | 0                        | 0   | 0  | 0  |

# Providing Direction, Guidance, and Information

|  |                                   |  | PROF  | CIENCY   |  |  |                          |       |   |  |
|--|-----------------------------------|--|---|--|--|--|--------------------------|-------|---|--|
|  |                                   | Not Profici-<br>beded Within<br>12 Mor   | 6- Within 3-6   | Proficient<br>Wilhin 1-3<br>Months                               | Proficient<br>Within<br>First 30<br>Days | Proficient<br>on Firet<br>Day  |                          | CONSE | QUENCE                                  |  |
|  |                                   |  |   |  |  | A new<br>employee  | None                     | Low   | Moderate                                | Severe   |
|  | perfi<br>dod<br>re<br>profi<br>in | ormanus perfo<br>es not this ta<br>quire within t<br>iclency first 6-<br>this months | employee<br>em must learn<br>rm to perform<br>sk this tesk<br>the within the<br>first 3-6 | must learn<br>to perform<br>this task<br>within the<br>first 1-3 | to perform<br>this task<br>within the    | must be<br>able to<br>perform<br>this task<br>on the first<br>day of the<br>job. Full<br>proficiency<br>is | No Impact to operations. |       | impact to<br>operations,<br>Revenue may | Mejor Impact<br>to operations.<br>Unrecoverable<br>or lost<br>revenue. |
|  |                                   | ask. the jo  | o. the job.   | the job.   | the job.                                 | expected;<br>training is<br>not<br>provided.   |                          |       |   |  |
|  | Not<br>Needed                     | Proficient<br>Within 6-<br>12 Months   | Proficient<br>Within 3-6<br>Months  | Proficient<br>Within 1-3<br>Months                               | Proficier<br>Within 3<br>Days            |  | None                     | Low   | Moderate                                | Sovere   |
| Provide on-call direct support and guidance to agents (employees) using Postal policies, processes, tools, and technologies to resolve customer inquiries. | 0                                 | 0  | 0   | 0  | 0  | 0  | 0                        | 0     | 0                                       | 0  |
| Ensure customer is contacted with account related updates including guidance on<br>corrective actions for mailplace and acceptance procedures.             | 0                                 | 0  | 0   | 0  | 0  | 0  | 0                        | 0     | 0                                       | 0  |
| Provide direction and guidance to others regarding mail acceptance, verification, and compliance policies, processes, and procedures.                      | 0                                 | 0  | 0   | 0  | 0  | 0  | 0                        | 0     | 0                                       | 0  |
|  | Not<br>Needed                     | Proficient<br>Within 6-12<br>Months  | Proficient<br>Within 3-6<br>Months  | Proficient<br>Within 1-3<br>Months                               | Proficier<br>Within 3<br>Days            |  | None                     | Low   | Moderate                                | Severe   |
| Develop and update process guides, worldlows (e.g., processing statement of ownership, permit cancellations) for BMEU employees.                           | 0                                 | 0  | 0   | 0  | 0  | 0  | 0                        | 0     | 0                                       | 0  |
| Provide direction and guidance to others regarding Intelligent Mail Barcode (IMSB) tool, Business Customer Gateway (BCG), and Postage Statement Wizard.    | 0                                 | 0  | 0   | 0  | 0  | 0  | 0                        | O-    | 0                                       | 0  |
| Provide status updates, Identify training opportunities, and communicates with others (e.g., phone calls, meetings) to support helpdesk activities.        | 0                                 | 0  | 0   | 0  | 0  | 0  | 0                        | 0     | 0                                       | 0  |

# Researching and Analyzing Information & Reports

|   |              |                            |                                      | PROF   |  |  |                               |                               |   |          |   |   |
|---|--------------|----------------------------|--------------------------------------|--|--|--|-------------------------------|-------------------------------|---|----------|---|---|
|   |              | Not<br>N <del>o</del> eded | Proficient<br>Within 6-<br>12 Months | Within 3-6   | Proficient<br>Within 1-3<br>Months   | Proficient<br>Wilhin<br>First 30<br>Days                                 | Proficient<br>on First<br>Day |                               | CONSEC  | QUENÇE   |   |   |
|   | Not With     |                            | must learn                           | to perform<br>this task<br>within the<br>first 3-6 | A new employee must learn to perform this task within the first 1-3 months on the Job. | to perform<br>this task<br>within the<br>first 30<br>days on<br>the job. | day of the                    | None No impact to operations, | Low Minor Impact to operations. Revenue may be incorrect but recoverable over a short period of time. |          | Severe Major Impact to operations. Unrecoverable or lost revenue. |   |
|   |              | <b>YY</b> IUT              | in 6- V                              | roficient<br>Vithin 3-6<br>Months                  | Proficient<br>Within 1-3<br>Months   | Proficier<br>Within 3<br>Days  |                               | None                          | Low   | Moderale | Severe  |   |
| evaluate call quality performance, customer setisfaction scores and interactions to<br>nsure service standards are met, and identify opportunities for improvement (e.g.,<br>alning). | 0            | (                          | )                                    | 0  | 0  | 0  | 0                             | 0                             | 0   | 0        | 0   | • |
| complete and use reports and tracking logs summarizing daily help desk activities<br>and customer satisfaction scores.  | 0            | C                          | )                                    | 0  | 0  | 0  | 0                             | 0                             | 0   | 0        | 0   |   |
| eview customer survey (OSAT) responses and reach out to customer to identify<br>otential causes and action items to address customer experience.                                      | 0            | (                          | )                                    | 0  | 0  | 0  | 0                             | 0                             | 0   | 0        | 0   |   |
|   | Not<br>Neede | Profi<br>Within<br>d Mor   | 16-12 V                              | roficient<br>/ithin 3-6<br>Months                  | Proficient<br>Within 1-3<br>Months   | Proficier<br>Within 3<br>Days  |                               | None                          | Low   | Moderate | Severe  |   |
| restigate root cause of customer satisfaction scores by contacting customer,<br>stening to phone call recordings, reviewing open ended comments, and discussing<br>th employee.       | 0            |                            | )                                    | 0  | 0  | 0  | 0                             | 0                             | 0   | 0        | 0   |   |
| ompile documents and information needed to address OIG audits regarding permits, srification samples, and mailpiece scans.  | 0            |                            |                                      | 0  | . 0  | 0  | 0                             | 0                             | 0   | 0        | 0   |   |

# Researching and Analyzing Information & Reports

|   |            |  |                                      | PROFIC                             | CIENCY                             |  |   |    |                          |  |  |  |
|---|------------|--|--------------------------------------|------------------------------------|------------------------------------|--|---|----|--------------------------|--|--|--|
|   |            | Not<br>Needed  | Proficient<br>Within 6-<br>12 Months | Within 3-6                         | Proficient<br>Within 1-3<br>Months | Proficient<br>Within<br>First 30<br>Days                     | Proficient<br>on First<br>Day           |    |                          |  | QUENCE   |  |
|   | 1          | Successful job performenc does not require proficiency in this task. | must learn                           | within the<br>first 3-6            | must fearn                         | to perform<br>this task<br>within the<br>first 30<br>days on | this task<br>on the first<br>day of the |    | No Impact to operations. | Low<br>Minor impact<br>to operations,<br>Revenue may | Moderate Moderate Impact to operations. Revenue may be incorrect but recoverable over a long period of time. | Major impact<br>to operations.<br>Unrecoverable<br>or lost<br>revenue. |
|   | No<br>Need | Wit  | hìn 6- V                             | Proficient<br>Vithin 3-6<br>Months | Proficient<br>Within 1-3<br>Months | Proficie<br>Within<br>Days                                   | ent Proficie<br>30 on Fin               | st | None                     | Low  | Moderate   | Severe   |
| Complete mileage reconciliation for postal owned vehicles and submit to Vehicle Maintenance Facility (VMF).                                     | С          | ) (  | 0                                    | 0                                  | 0                                  | 0  | 0                                       |    | 0                        | 0  | 0  | 0  |
| View and take action based on system generated reports to address and resolve helpdask activities. $\dot{\ }$                                   | С          | ) (  | O                                    | 0                                  | 0                                  | 0  | 0                                       |    | 0                        | 0  | 0  | 0  |
| Resolve customer account discrepancies and concerns escalated by employees or delegated by management.  | С          | ) (  | 0                                    | 0                                  | 0                                  | 0  | 0                                       |    | 0                        | 0  | 0  | 0  |
|   | No<br>Need | With   | in 6-12 \                            | Proficient<br>WithIn 3-6<br>Months | Proficient<br>Within 1-3<br>Months | Proficie<br>Within<br>Days                                   | 30 Proficier                            |    | None                     | Low  | Moderate   | Severe   |
| Gather and summarize help desk autivity and customer satisfaction scores to support the Mailling & Shipping Solutions Center (MSSC) operations. | C          | ) (  | 0                                    | 0                                  | 0                                  | Ó  | 0                                       |    | 0                        | 0  | 0  | 0  |
| Prepare and distribute reports, status updates, and summaries regarding delly help desk activities for management review.                       | C          | ) (  | 0                                    | 0                                  | 0                                  | 0  | 0                                       |    | 0                        | 0  | 0  | 0  |

# Researching and Analyzing Information & Reports

|  |              |                                    |   |  |  | •   |                               |                  |        |   |          |  |
|--|--------------|------------------------------------|---|--|--|---|-------------------------------|------------------|--------|---|----------|--|
|  |              |                                    |   | PROFI  | ICIENCY  |   |                               |                  |        |   |          |  |
|  |              | Not                                | Proficient<br>Within 6-<br>12 Months                              | Within 3-6   | Proficient<br>Within 1-3<br>Months   | Proficient<br>Within<br>First 30<br>Days            | Proficient<br>on First<br>Day |                  |        | CONSE   | QUENCE   |  |
|  | F            | does not<br>require<br>proficiency | nust learn<br>to perform<br>this task<br>within the<br>first 6-12 | must learn<br>to perform<br>this task<br>within the<br>first 3-6 | A new employee must learn to perform this task within the first 1-3 months on the job. | must learn<br>to perform<br>this task<br>within the | day of the                    | No Imp<br>operat | act to | Low Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time. |          | Severa  Major impact to operations. Unrecoverable or lost revenue. |
|  | Not<br>Needs |                                    | n 6- ₩  | Proficient<br>Vithin 3-6<br>Months                               | Proficient<br>Within 1-3<br>Months   | Proficie<br>Within C<br>Days                        | 30 on First                   | None             |        | Low   | Moderale | Severe   |
| Create and distribute summary reports regarding mail verification compliance,  | 0            | C                                  | )   | 0  | 0  | 0   | 0                             | 0                |        | 0   | 0        | 0  |
| dentify and develop reports summarizing current electronic versus hardcopy<br>latements by office/location to inform others of current status and updates.   | 0            | C                                  | )   | 0  | 0  | 0   | 0                             | 0                |        | 0   | 0        | 0  |
| Oversee accurate completion of tracking log sand reports to ensure adherence to<br>compliance and reporting requirements.  | 0            | C                                  | )   | 0  | 0  | 0   | 0                             | 0                |        | 0   | 0        | 0  |
|  | Not<br>Neede |                                    | 6-12 W  | roficient<br>Vithin 3-6<br>Months                                | Proficient<br>Within 1-3<br>Months   | Proficie<br>Within 3<br>Deys                        | 30 Proficient on              | None             |        | Low   | Moderate | Severe   |
| Oversee completion of reports to Identify discrepancies and ensures action items are<br>ititated, such as contacting customer to resolve errors.   | 0            | C                                  | )   | 0  | 0  | 0   | 0                             | 0                |        | 0   | 0        | 0  |
| Research and lookup information in systems and applications (e.g., PostalOne, BCG)<br>o view customer account information to troubleshoot and resolve errors and<br>iscrepancies with customer accounts. | 0            | С                                  | )   | 0  | 0  | 0   | 0                             | 0                |        | 0   | 0        | 0  |

# Researching and Analyzing Information & Reports

|  |               |  |   | PROFIC                             |                                      |   |   |                          |   |             |  |
|--|---------------|--|---|------------------------------------|--------------------------------------|---|---|--------------------------|---|-------------|--|
|  | 1             | Wit  |   | Proficient<br>Within 3-6<br>Months | Proficient                           | Proficient<br>Within<br>First 30<br>Days  | Proficient<br>on First<br>Day   |                          | CONSE   | QUENCE      |  |
|  | pe<br>d<br>I  | job mus rformance to pr toes not require oficiency in this | et learn<br>erform<br>s task<br>oln the<br>t 6-12 | must learn                         | this task<br>within the<br>first 1-3 | A new employee must learn to perform this task within the first 30 days on the job. | A new employee must be able to perform this task on the first day of the job. Full proficiency is expected; training is not provided. | No impact to operations. | Low Minor Impact to operations. Revenue may be incorrect but recoverable over a short period of time. | Revenue may | Severe  Major Impact to operations, Unrecoverable or lost revenue. |
|  | Not<br>Needed | Proficien<br>Within 6-<br>12 Month                         | - <b>V</b> u                                      | roficlent<br>Athin 3-6<br>Months   | Proficient<br>Within 1-3<br>Months   | Proficier<br>Within 3<br>Days   |   | None                     | Low   | Moderate    | Søveré   |
| Address recurring instances of poor time/clock-ring performance (clock-ring Integrity report) with employees to ensure accountability.   | 0             | 0  |   | 0                                  | 0                                    | 0   | 0   | 0                        | 0   | 0           | 0  |
| Review and analyze quality and sox compliance controls and reports to identify fallures within assigned districts.   | 0             | 0  |   | 0                                  | 0                                    | 0   | 0   | 0                        | 0   | 0           | 0  |
|  | Not<br>Needed | Proficien<br>Within 6-1<br>Months                          | 2 W   | Proficient<br>Vithin 3-6<br>Months | Proficient<br>Within 1-3<br>Months   | Proficier<br>Within 3<br>Days   |   | None                     | Low   | Moderate    | Severe   |
| Review and correct Time and Attendance Collection System (TACS) reports, such as unauthorized/authorized overtime, clock-ring errors, missing time, tour deviation, employee on the clock. | 0             | 0  |   | 0                                  | 0                                    | 0   | 0   | 0                        | 0   | 0           | 0  |

**Quality Assurance & Review** 

### Qualtrics Survey Software

|  | I<br>P<br>thi | leeded Within 12 Mon do not erform to this tay | Proficient Within 3-6 Whonths I perform this task or monthly, c few up to a fet times per | Wilhin 1-3 Months I perform this task weekly, or or | First 30 Days I perform I this task ially, or up to a few times per I the | Proficient<br>on First<br>Day<br>perform<br>his teak<br>several<br>times<br>roughout<br>the day. | None This task is not important to my current job. | This te some import my j | ask is what important to ant to ob. Fallure to do this task has considerable | Severe This task is critical to my job. Fallure to do this task has very serious negative consequences. |
|--|---------------|--|---|---|---|--|--|--------------------------|--|---|
|  | Not<br>Needed | Proficient<br>Within 6-<br>12 Months           | Proficient<br>Within 3-6<br>Months  | Proficient<br>Within 1-3<br>Months                  | Proficient<br>Within 30<br>Days   | Proficient<br>on First<br>Day  | None   | Low                      | Moderate   | Severe  |
| Review Business Reply Mall (BRM) artwork to ensure completeness; collaborate with stakeholders to troubleshoot and resolve errors.                       | 0             | 0  | 0   | 0   | 0   | 0  | 0  | 0                        | 0  | 0   |
| Ensure completion of mail quality reviews for possible assessments.  | 0             | 0  | 0   | 0   | 0   | 0  | 0  | 0                        | 0  | 0   |
| Conduct mailer scorecard assessment to identify and resolve errors and complete<br>dispute assessment worksheet to determine if assessment is warranted. | 0             | 0  | 0   | 0   | 0   | 0  | 0  | 0                        | 0  | 0   |
|  | Not<br>Needed | Proficient<br>Within 6-12<br>Months            | Proficient<br>Within 3-6<br>Months  | Proficient<br>Within 1-3<br>Months                  | Proficient<br>Within 30<br>Days   | Proficient on<br>First Day   | None   | Low                      | Moderate   | Severe  |
| Process maller assesments and collaborate with others to identify and resolve<br>discrepancies between customer files and system records.                | 0             | 0  | 0   | 0   | 0   | 0  | 0  | 0                        | 0  | 0   |
| Oversee review and monitoring of dormant statements to ensure action items are completed timely.   | 0             | 0  | 0   | 0   | 0   | 0  | 0  | 0                        | 0  | 0   |

# **Quality Assurance & Review**

|   | Ne<br>I de<br>per<br>this my c | eded Within 12 Mon o not I perfor this tar | ent Proficient 6- Within 3-6 ths Months I perform this task or monthly, or lew up to a few er times per | Within 1-3<br>Months I perform<br>this task<br>weekly, or<br>up to a few | First 30 Days I perform I this task Bally, or up to a few times per th | rosicient on First Day perform his task several times roughout the day. | None This task is not importer to my currer job. | This ta<br>some<br>import<br>import<br>my ju<br>the Failure<br>this tas<br>some no | sk is This task is important to my Job. Fallure to do to do k has considerable | Severe This task is critical to my job. Failure to do this task has very serious negative consequences |
|---|--------------------------------|--|---|--|--|---|--|--|--|--|
|   | Not<br>Needed                  | Proficient<br>Within 6-<br>12 Months       | Proficient<br>Within 3-6<br>Months  | Proficient<br>Within 1-3<br>Months                                       | Proficient<br>Within 30<br>Days  |   | None   | Low  | Moderate   | Severe   |
| Escalate pricing questions and requests (e.g., discrepancies, exceptions, refunds) to the Pricing & Classification Service Center (PCSC) for approval/review. | 0                              | 0  | 0   | 0  | 0  | 0   | 0  | 0  | 0  | 0  |
| Review, discuss, and resolve maller scorecard assessment related discrepancies and fees.  | 0                              | 0  | 0   | 0  | 0  | 0   | 0  | 0  | 0  | 0  |
| Review and confirm customer periodical applications to ensure accuracy and completeness before submission to HQ for review and approval.                      | 0                              | 0  | 0   | 0  | 0  | . 0   | 0  | 0  | . 0  | 0  |
|   | Not<br>Needed                  | Proficient<br>Within 6-12<br>Months        | Proficient<br>Within 3-6<br>Months  | Proficient<br>Within 1-3<br>Months                                       | Proficient<br>Within 30<br>Days  |   | None   | Low  | Moderate   | Severe   |
| Perform Electronic Verification System (EVS) content endits by sampling mail contents.  | 0                              | 0  | 0   | 0  | 0  | 0   | 0  | 0  | 0  | 0  |
| Review manifest mailing reports to ensure verification process is completed accuracy,   | 0                              | 0  | 0   | 0  | 0  | 0   | 0  | 0  | 0  | 0  |
| Review hardcopy postage statements to confirm processing date and time are<br>properly recorded and ensure records are stored properly.                       | 0                              | 0  | 0   | 0  | 0  | 0   | 0  | 0  | 0  | 0  |

# Supporting Products & Services

|  |                         |  |                                    | CIENCY  | CONSEQUENCE                    |   |   |  |   |  |  |
|--|-------------------------|--|------------------------------------|---|--------------------------------|---|---|--|---|--|--|
|  |                         |  | ent Proficient                     |   | Proficient 1                   | Proficient  | None  | Low  | Moderate  | Severe   |  |
|  | No                      | eded Within<br>12 Mor  | 6- Within 3-6<br>ths Months        | Within 1-3<br>Months  | First 30<br>Days               | on First<br>Day   | Dunie de la companya | Minor impact to operations.  | Moderate<br>impact to<br>operations.              | Major impact   |  |
| •  | l o<br>pe<br>this<br>my | this task this task the task of the task in the task in the task in the task of the task o |                                    | this task this task weekly, or dally, or up up to a few to a few times per times por ti |                                | l perform<br>this task<br>several<br>tlmes<br>hroughout<br>the day. | operations.   | Revenue may<br>be incorrect<br>but<br>recoverable<br>over a short<br>period of time. | Revenue may<br>be incorrect<br>but<br>recoverable | major impact<br>to operations.<br>Unrecoverable<br>or lost<br>revenue. |  |
|  | Not<br>Needed           | Proficient<br>Within 6-<br>12 Months   | Proficient<br>Within 3-6<br>Months | Proficient<br>Within 1-3<br>Months  | Proficien<br>WithIn 30<br>Days |   | None  | Low  | Moderate  | Sovere   |  |
| Oversee completion of sampling scans and mail volume for acceptance units using PostalOne dashboard.   | 0                       | 0  | 0                                  | 0   | 0                              | 0   | 0   | 0  | 0   | 0  |  |
| Conduct site observations at acceptance units to maintein working relationships with customers, monitor employee time and attendance, ensure timely completion of work, and ensure a safe working environment. | 0                       | 0  | 0                                  | 0   | 0                              | 0   | 0   | 0  | 0   | 0  |  |

|  | PROFICIENCY                   |  |  |  |   |  | CONSEQUENCE                   |  |   |  |
|--|-------------------------------|--|--|--|---|--|-------------------------------|--|---|--|
|  | ith                           | Needed With 12 No Needed 12 No  | ficient Proficier Within 3- fonths Months from I perform this task riy, or monthly, a a few up to a fe sper menth.             | 6 Within 1-3 Months  I perform this task or weekly, or wup to a few or times per | to a few  | Proficient on First Day  I perform this task several times throughout the day.   | None No impact to operations. | Low  Minor Impact to operations. Revenue may be incorrect but recoverable over a short period of time. | Ixevenue may  | Severe  Major impact to operations. Unrecoverable or lost revenue.     |
|  | Not<br>Needed                 | Proficient<br>Within 6-<br>12 Months   | Within 3-6   | Proficient<br>Within 1-3<br>Months   |   |  | None                          | Low  | Moderate  | Severe   |
| Review and discuss changes to DMU agreements with customers to ensure plant foad (e.g., layout, mail volume, and mail transportation and verification process) is complete and accurate, | 0                             | 0  | 0  | 0  | 0   | 0  | 0                             | 0  | 0   | 0  |
|  | Not<br>Needed                 | Proficient<br>Within 6-11<br>Months  |  | Proficient<br>Within 1-3<br>Months   |   |  | None                          | Low  | Moderate  | Severe   |
| Review and document customer account updates in ServiceNow to account for<br>updates, discrepancies.   |                               | 0  | 0  | 0  | 0   | 0  | 0                             | 0  | 0   | 0  |
| Communicate with internal points of contact regarding quality and sox compliance failures to identify, troubleshoot, resolve, and mitigate future discrepancies or errors.               | 0                             | 0  | 0  | 0  | 0   | Ō  | 0                             | 0  | 0   | 0  |
| Travel to origin office to identify and troubleshoot mailing errors, review postage<br>statements for accuracy, and ensure proper staging area for mail acceptance.                      | 0                             | 0  | 0  | 0  | 0   | 0  | 0                             | 0  | 0   | 0  |
|  |                               | Training   | g & Devel  | oping  |   |  |                               |  |   |  |
|  |                               |  | PROFI  | CIENCY   |   |  |                               |  |   |  |
|  |                               | Not Profic<br>eoded Wilhi<br>12 Mc   | ი 6-   Within 3-6  |  |   | Proficient<br>on First<br>Day  |                               | CONSE  | QUENCE  |  |
|  | peri<br>do<br>re<br>pro<br>li | must I   | oyee omployee<br>learn<br>form to perform<br>this task<br>within the<br>5-12 first 3-6<br>months on                            | must learn<br>to perform<br>this task<br>within the<br>first 1-3                 | A new employee must learn to perform this task within the first 30 days on the job. | A new employee must be able to perform this task in the first lay of the job. Full roficlency is expected; rating is not provided.   | No impact to operations.      | Low Minor impact to operations, Revenue may be incorrect but recoverable over a short period of time.  | Moderate Moderate Moderate Impact to operations. Revenue may be incorrect but recoverable over a long period of time. | Major impact<br>to operations.<br>Unrecoverable<br>or lost<br>revenue. |
|  | Not<br>Needed                 | Proficient<br>Within 6-12<br>Months  | Proficient<br>Within 3-6<br>Months   | Proficient<br>Within 1-3<br>Months   | Proficion<br>Within 30<br>Days  |  | None                          | l.ow   | Moderate  | Severe   |
| Monitor timely completion of training regarding policies and procedures.   | O<br>Not                      | O<br>Proficient  | O<br>Proficient  | O<br>Proficient  | O<br>Proficier  |  | 0                             | 0  | 0   | 0  |
| Provide training and guidance to BMEU employees regarding mail acceptance and verification policies and procedures.  | Needed                        | Within 6-12<br>Months  | Within 3-6<br>Months   | Within 1-3<br>Months   | Within 3<br>Days  | First Day  | None                          | Low  | Moderate  | Severe   |
|  |                               |  | iems & A   |  |   | ۱  |                               | ·  |   |  |
|  |                               |  |  |  |   |  |                               |  |   |  |
|  | amilia                        | COMPANY PROPERTY AND A STATE OF THE STATE OF | PROFI  | CIENCY   | OPENITA CARROLLE  |  |                               |  |   |  |
|  |                               | Not Profice<br>Peded Within 12 Mo  | n 6- Within 3-6  | Proficient<br>Within 1-3<br>Months   | Proficient<br>Within<br>First 30<br>Days  | Proficient<br>on First<br>Day  |                               | CONSE  | QUENCE  |  |
|  | peri<br>do<br>re<br>pro<br>i  | ccessful A in increase in the property of the  | oyee employee<br>learn must learn<br>form to perform<br>ask this task<br>I the within the<br>3-12 first 3-6<br>as on months on | must learn<br>to perform<br>this task  | A new employee must learn to perform this task within the first 30 days on the job. | A new months of the control of the c | No impact to operations.      | Minor impact to operations. Revenue may be incorrect but recoverable over a short period of time.      |   | Severe  Major impact to operations. Unrecoverable or lost revenue.     |
|  | Not<br>Needed                 | Proficient<br>Within 6-12<br>Months  | Proficient<br>Within 3-6<br>Months   | Proficient<br>Within 1-3<br>Months   | Proficier<br>Within 3<br>Days   |  | None                          | l.ow   | Moderate  | Severe   |
| Monitor and address service requests in C360 relating to postage statement errors,<br>mailing activities, permit numbers, verifying credentials, and mail acceptence<br>nformation.      | 0                             | 0  | 0  | 0  | 0   | 0  | 0                             | 0  | 0   | 0  |

| •  |              |   |            | PROFI  | CIENCY   |  |  |                  |              |   |  |  |
|--|--------------|---|------------|--|--|--|--|------------------|--------------|---|--|--|
|  |              | Not<br>Needed   |            |  | Proficient<br>Within 1-3<br>Months                               | Proficient<br>Within<br>First 30<br>Days | Proficient<br>on First<br>Day  |                  |              | CONSE   | QUENCE   |  |
|  |              | Successful<br>job<br>performand<br>does not<br>require<br>proficiency<br>in this<br>task, | must learn | to perform<br>this task<br>within the<br>first 3-6 | must learn<br>to perform<br>this task<br>within the<br>first 1-3 | this task<br>within the                  | on the first day of the job. Full proficiency is expected; training is not | No Imp<br>operat | act to       | Low Minor Impact to operations, Revenue may be incorrect but recoverable over a short period of time, | Moderate Moderate Impact to operations. Revenue may be incorrect but recoverable over a long period of time. | Severe  Major Impact to operations. Unrecoverable or lost revenue, |
|  | Not<br>Noede | Profi<br>Within<br>ed Mor   | 16-12 V    | Proficient<br>Vithin 3-6<br>Months                 | Proficient<br>Within 1-3<br>Months                               | Proficie<br>Within<br>Days               | 30 on First  | None             |              | Low   | Moderate   | Severe   |
| Review and verify customer information using postal systems (e.g., Web Box Based Activity Tracking System [WobBATS], Business Customer Gateway (BCG)) and document findings for records. | 0            | C   | )          | 0  | 0  | 0  | 0  | 0                | - RIFERENCES | 0   | 0  | 0  |
| View business reply mail accounts in PostalOne and ensure payment for fees are processed correctly to the customer account.  | 0            | C   | )          | 0  | 0  | 0  | 0  | 0                |              | 0   | 0  | 0  |
|  | Not<br>Neede | Profic<br>Within<br>Mor   | 6-12 W     | roficient<br>/ithin 3-6<br>Months                  | Proficient<br>Within 1-3<br>Months                               | Proficie<br>Within<br>Days               | 30 Proficient or   | Non⊕             |              | Low   | Moderate   | Severe   |
| Monitor and respond to emails to communicate updates, provide information, and address discrepancies with customer accounts.   | 0            | C   | )          | 0  | 0  | O  | 0  | 0                |              | 0   | 0  | 0  |
| Ensure agents have access to appropriate applications, systems, communication lines, and related materials necesseary to perform work.   | 0            | C   | )          | 0  | 0  | 0  | 0  | 0                |              | 0   | 0  | 0  |

#### KSA Frequency, Importance, and Proficiency

### Knowledge, Skills, and Abilities (KSAs) KSA Frequency, Importance, and Proficiency Ratings

#### Instructions

This section includes a list of knowledge, skills, and abilities (KSAs). For each KSA, you will be asked to indicate the frequency, importance, and proficiency, as it relates to your job within the BMEU or MSSC. For each KSA, choose the rating that best reflects the frequency, importance and proficiency of each KSA for your job. Your ratings should reflect your current Form 50 role and assignment within the BMEU or MSSC.

Frequency is how often you need a KSA. For Frequency, consider how often you typically use the KSA across a given year. For example, KSAs that are used only once or twice a year would be Not Needed or Rarely.

Importance is how essential a KSA is to being successful in your job. For importance, consider if the KSA is related to successfully performing your job within the BMEU or MSSC and how the KSA may impact your work. For example, KSAs that are used daily and are highly related to successfully performing your job would be rated critical.

Proficiency is how soon a new employee must be able to perform the task independently. Consider how long it should take for a new employee to learn the KSA through a combination of training and/or on-the-job experience. For example, a KSA that would be expected for a new hire to know right away and is not covered through training would be rated as Needed on First Day.

There is a total of 57 KSAs. The KSAs are grouped by common themes and similarity with other KSAs.

Use the rating scales below to rate each KSA statement:

| FREQUENCY   |  |        |       |  |  |  |  |  |  |  |  |  |
|---|--|--------|-------|--|--|--|--|--|--|--|--|--|
| How frequently do you need to use this KSA while performing your job?   |  |        |       |  |  |  |  |  |  |  |  |  |
| Regardless of the importance of the KSA, indicate how often you rely on it for successful overall job performance, and how often you would need this KSA to perform assigned job tasks. |  |        |       |  |  |  |  |  |  |  |  |  |
| Not Needed Monthly-Annually Weekly Daily  |  |        |       |  |  |  |  |  |  |  |  |  |
| Not Needed  | MonthlyAnnually  | Weekly | Daily |  |  |  |  |  |  |  |  |  |
|   | MonthlyAnnually<br>use this KSA monthly, a few times per | Weekly |       |  |  |  |  |  |  |  |  |  |

| IMPORTANCE  How Important/relevant is this KSA for successfully performing your job?  Regardless of the frequency of the KSA, Indicate how critical it is for successful overall job performance. |   |   |   |  |  |  |  |  |  |  |  |
|---|---|---|---|--|--|--|--|--|--|--|--|
| Not<br>Important/Relevant   | Somewhat<br>Important/Relevant  | Important/Relevant  | Critical/ Highly Relevant   |  |  |  |  |  |  |  |  |
| This KSA is not important or relevant to successful performance of my current job.  | This KSA is somewhat<br>Important and relevant to my<br>job. Lack of this KSA has | This KSA is Important and relevant to my job. Lack of this KSA has considerable negative impact on job performance. | This KSA is critical and highly relevant to my job. Lack of this KSA has very serious negative impact on job performance. |  |  |  |  |  |  |  |  |

some negative impact on job performance.

| -   |   |   |   |  |   |  |  |  |  |  |  |  |  |  |
|---|---|---|---|--|---|--|--|--|--|--|--|--|--|--|
|   |   | PRO   | FICIENCY  | 2024 Control of the C | AND THE PERSON WHEN THE PROPERTY OF THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TRANSPORT OF THE PERSON NAMED IN COLUMN TRANSPORT IN |  |  |  |  |  |  |  |  |  |
| Consider hov                              | By when must a new employee be able to use this KSA on the Job?  Consider how long it should take for a new employee to learn the KSA through a combination of training and/or on-the-job experience. |   |   |  |   |  |  |  |  |  |  |  |  |  |
| Not Needed                                | Needed Within<br>First 6-12<br>Months   | Needed Within First<br>3-6 Months   | Needed Within First<br>1-3 Months   | Needed Within<br>First 30 Days   | Needed on First Day   |  |  |  |  |  |  |  |  |  |
| This KSA is not<br>needed for the<br>job. | Proficiency in<br>this KSA is<br>necessary<br>within the first<br>6-12 months on  | Proficiency in this<br>KSA is necessary<br>within the first 3-6<br>months on the job. | Proficiency in this<br>KSA is necessary<br>within the first 1-3<br>months on the job. | Proficiency in this<br>KSA is required<br>within the first<br>month on the job.  | Proficiency in this<br>KSA is required the<br>first day on the job.<br>Full proficiency is<br>expected; training is   |  |  |  |  |  |  |  |  |  |

### Communication

|   |   |  |                                  |  |  |  |   |   |                                     |                                     | PROFIC                           | CIENCY                               |                                   |  |
|---|---|--|----------------------------------|--|--|--|---|---|-------------------------------------|-------------------------------------|----------------------------------|--------------------------------------|-----------------------------------|--|
|   |   | FREQUENCY  |                                  |  | Not important  | Somewhat   | TANCE<br>Important  | Critical  | Not<br>Needed                       | Needed<br>Within First<br>6-12      | within Hirst                     | Needed<br>Within First<br>1-3 Months | Needed<br>Within First<br>30 Days | Needed on<br>First Day   |
|   | Not Needed  I do not need this KSA in my current job. | Monthly— Meel  I use this KSA monthly, a few times per month, or up to a few times per year.  Meel Meel Weel Weel Weel Weel Weel Wee | o use<br>SA Ineed<br>or up or up | d to use<br>SA dally,<br>to many<br>per day. | This KSA is not important to successful job performance in my current job. | Important This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job | This KSA is important to my job, Lack of this KSA has considerable negative impact on Job | This KSA is<br>critical to my<br>job. Failure to<br>successfully<br>do this task<br>has very<br>serious | This KSA is not needed for the job. | in this KSA<br>Is<br>necessary      | Proficiency<br>in this KSA<br>is |                                      | v                                 | Proficiency<br>in this KSA<br>is required<br>the first day<br>on the job.<br>Full<br>proficiency<br>is<br>expected;<br>training is<br>not<br>provided. |
|   | Not Needed  | Monthly-Annually   | Weekly                           | Daily  | Not<br>Important   | Somewhat<br>Important  | Importent   | l Gritical  | Not<br>Needed                       | Needed<br>Within 6-<br>12<br>Months | Needed<br>Within 3-<br>6 Months  | Needed<br>within 1-3<br>Months       | Needed<br>Within 30<br>Days       | Needed<br>on First<br>Day  |
| Ability to provide<br>direction and guidance<br>to stakeholders<br>regarding acceptance,<br>verification, and<br>compliance policies and<br>procedures.   | 0   | 0  | 0                                | 0  | 0  | 0  | 0   | 0   | 0                                   | 0                                   | 0                                | 0                                    | 0                                 | 0  |
| Ability to maintain composure, de-escalate potentially contentious situations in the midst of stressful conditions, disagreements and interpersonal conflicts,  | 0   | 0  | 0                                | 0  | 0  | 0  | 0   | 0   | 0                                   | 0                                   | 0                                | 0                                    | 0                                 | 0  |
| Ability to communicate orally and in writing sufficient to express Idoas or feats clearly and logically when answering questions, giving instructions, or explaining postal regulations and procedures. | 0   | 0  | 0                                | 0  | 0  | 0  | 0   | 0   | 0                                   | 0                                   | 0                                | 0                                    | 0                                 | 0  |
| Ability to provide guidance, coaching, and assistance to co-workers or internal stakeholders on processes, policies, procedures, systems, tools, workflow manuals and job aids.                         | 0   | 0  | 0                                | 0  | 0  | 0  | 0   | 0   | 0                                   | 0                                   | 0                                | 0                                    | 0                                 | 0  |
| Ability to communicate with colleagues and customers sufficient to clarify product and service Information, assess malling needs, and explain terminology, regulations, and policles,                   | 0   | 0  | 0                                | 0  | 0  | 0  | 0   | 0   | 0                                   | 0                                   | 0                                | 0                                    | 0                                 | 0  |
| Ability to build and maintain positive working relationships with stakeholders.   | 0   | 0  | 0                                | 0  | 0  | 0  | 0   | 0   | 0                                   | 0                                   | 0                                | 0                                    | 0                                 | 0  |
|   | Not Needed  | Monthly-Annually   | Weekly                           | Daily  | Nol<br>Important   | Somewhat<br>Important  | Important   | t Critical  | Not<br>Needed                       | Needed<br>Within 6-12<br>Months     | Needed<br>Within 3-6<br>Months   | Needed<br>within 1-3<br>Months       | Needed<br>Within 30               | Needed on<br>First Day   |

|  |   |  |                               |  |  |   |   |   |                                     |                                     | PROFI                           | CIENCY   |                                   |                           |
|--|---|--|-------------------------------|--|--|---|---|---|-------------------------------------|-------------------------------------|---------------------------------|--|-----------------------------------|---------------------------|
|  |   | FREQUENCY  |                               |  |  | IMPOR<br>Somewhat   |   | The continuous say  | Not<br>Needed                       | Needed<br>Within First<br>6-12      | gvynnin i-irst                  | Needed<br>Within First<br>1-3 Months                                     | Needed<br>Within First<br>30 Days | Needed on<br>First Day    |
|  | Not Needed  1 do not need this KSA in my current job. | Monthly-<br>Annually I use this KSA I need to this K times per month, or up to a few times per year.  Weekly, to a few times per year. | o use<br>SA<br>or up<br>times | d to use<br>SA daily,<br>to many<br>per day. | Not Importent This KSA is not important to successful job performance in my current job. | Important This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance, | Important This KSAIs important to my Job. Lack of this KSA has considerable negative impact on Job performance. | Critical This KSA is critical to my job, Failure to successfully do this task has very serious negative consequences. | This KSA is not needed for the Job. | in this KSA<br>is                   | Proficiency                     | Proficiency<br>in this KSA<br>is<br>necessary<br>within the<br>first 1-3 |                                   | on the job.               |
|  | Not Needed  | Monthly-Annually   | Weekly                        | Daily  | Not<br>Important   | Somewhat<br>Important   | Important   | Critical  | Not<br>Needed                       | Needed<br>Within 6-<br>12<br>Months | Needed<br>Within 3-<br>6 Months | Needed<br>within 1-3<br>Months   | Needed<br>Within 30<br>Days       | Needed<br>on First<br>Day |
| Ability to provide guidance, direction, and assistance to external customers or using customer-facing systems and applications (e.g., Business Customer Gateway).                        | 0   | 0  | 0                             | 0  | 0  | 0   | 0   | 0   | O                                   | 0                                   | 0                               | 0  | 0                                 | 0                         |
| Ability to collaborate and coordinate with stakeholders to Identify, troubleshoot, and resolve discrepancies.  | 0   | 0  | 0                             | 0  | 0  | 0   | 0   | 0   | 0                                   | 0                                   | 0                               | 0  | 0                                 | 0                         |
| Ability to follow instructions, either oral or written, (e.g., job alds, directions included in forms, manuals) sufficient to apply relevant information based on specific programs.     | 0   | 0  | 0                             | 0  | 0  | 0   | 0   | 0   | 0                                   | 0                                   | 0                               | 0  | 0                                 | 0                         |
| Ability to provide information and status updates to internal and external stakeholders.   | 0   | 0  | 0                             | 0  | 0  | 0   | 0   | 0   | 0                                   | 0                                   | 0                               | 0  | 0                                 | 0                         |
| Ability to provide training to stakeholders regarding appropriate use of systems, applications, tools, and technology.   | 0   | 0  | 0                             | 0  | 0  | 0   | 0   | 0   | 0                                   | 0                                   | 0                               | 0  | 0                                 | 0                         |
| Ability to work with poople tactfully and respectfully to provide customer service, including responding to complaints, troubleshooting and resolving problems, and exercising courtesy. | 0   | 0  | 0                             | 0  | 0  | 0   | 0   | 0   | 0                                   | 0                                   | 0                               | 0  | 0                                 | 0                         |
|  |   |  |                               |  | Other (  | Characte  | ristics   | ·   |                                     |                                     |                                 |  |                                   | ,                         |

|   |   |   |   |   |  |  |  |  |     |               |  | PROFIC  | CIENCY  |                                   |                           |
|---|---|---|---|---|--|--|--|--|-----|---------------|--|---|---|-----------------------------------|---------------------------|
|   |   | FREQUENCY   |   | monument                                  | Not Important  | IMPOR<br>Somewhat<br>Important   | TANCE<br>Important   | Critical   | N   | Not<br>leeded | Needed<br>Within First<br>6-12<br>Months | Needed<br>Within First<br>3-6 Months  | Needed<br>Within First<br>1-3 Months                      | Needed<br>Within First<br>30 Days | Needed on<br>First Day    |
|   | Not Needed  I do not need this KSA in my current job. | Monthly- Annually Luse this KSA monthly, a few times per month, or up to a faw times per year | lo use I need<br>(SA this Ki<br>or up or up | ally  d to use SA daily, to many per day. | This KSA is not important to successful job performance in my current job. | This KSA is somewhat Important to my job. Lack of this KSA has some negative impact on job | This KSA is important to my job, Lack of this KSA has considerable negative impact on job performance, | This KSA is critical to my job. Failture to successfully do this task has very serious negative consequences | Thi |               | in this KSA                              | Proficiency<br>in this KSA<br>Is<br>necessary<br>within the<br>first 3-6<br>months on<br>the job, | in this KSA<br>is<br>necessary<br>within the<br>first 1-3 | in this KSA<br>is required        |                           |
| WORLD BANGS AND   | Not Needed  | Monthly-Annually  | Weekly                                      | Daily                                     | Not<br>Important   | Somewhat<br>Important  | Importan   | t Critical   |     | lot<br>eded   | Needed<br>Within 6-<br>12<br>Months      | Needed<br>Within 3-<br>6 Months   | Needed<br>Within 1 <sub>*</sub><br>3 Days                 | Needed<br>Within 30<br>Days       | Needed<br>on First<br>Day |
| Ability to obtain and maintain a valid drivers license.   | 0   | 0   | 0   | 0   | 0  | 0  | 0  | <i>.</i> O   | (   | )             | 0  | 0   | 0   | 0                                 | 0                         |
| Ability to adhere to applicable safety and health policies and practices and recognize potential safety issues sufficient to identify and reinforce actions to militgate risks. | 0   | 0   | 0   | 0   | 0  | 0  | 0  | 0  |     | O             | 0  | 0   | 0   | 0                                 | 0                         |

|   |   |  |   |  |  |                       |  |  |                      |            |  | PROFIC                               | CIENCY  |   |  |  |
|---|---|--|---|--|--|-----------------------|--|--|----------------------|------------|--|--------------------------------------|---|---|--|--|
|   | Photo Delivery and the second                                 | FREQUENCY  |   | and the same and t | Not Important  | Somewhat              | TANCE<br>Important   | Critical   |                      | ot<br>edod | Needed<br>Within First<br>6-12<br>Months | Needed<br>Within First<br>3-6 Months |   |   | Needed on<br>First Day   |  |
|   | Not Needed<br>I do not need<br>this KSA in my<br>current job. | Monthly- Annually Luse this KSA monthly, a few times per month, or up to a few times per year.  Monthly I need this i weekly, to a few per w | to use I need (SA this K) or up or up times those | d to use<br>SA daily,<br>to many<br>per day.   | This KSA Is not important to successful Job performance in my current Job. |                       | This KSA is important to my job, Lack of this KSA has considerable negative impact on job performance. | This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences. | This inot no for the | eeded      |  | in this KSÅ<br>Is                    | Proficiency<br>in this KSA<br>is<br>necessary<br>within the<br>first 1-3<br>months on<br>the job. | Proficiency<br>in this KSA<br>is required | Proficiency<br>in this KSA<br>is required<br>the first day<br>on the job.<br>Full<br>proficiency<br>is<br>expected;<br>training is<br>not<br>provided. |  |
|   | Not Needed  | Monthly-Annually   | Weekly  | Dally  | Not<br>Important   | Somewhat<br>Important | Important  | t Critical   | Not<br>Neede         | d be       | Needed<br>Within 6-<br>12<br>Months      | Needed<br>Within 3-<br>6 Months      | Needed<br>Within 1-<br>3 Days   | Needod<br>Within 30<br>Days               | Needed<br>on First<br>Day  |  |
| Ability to use safety protocols, processes, and procedures to complete work assignments and tasks such as inspecting mailplices or staging mail in a safe manner. | 0   | 0  | 0   | 0  | 0  | 0                     | 0  | 0  | 0                    |            | 0  | 0                                    | 0   | 0   | 0  |  |
| Ability to monitor several<br>on-going situations<br>and/or responsibilities at<br>the same time and make<br>timely decisions without<br>assistance.              | 0   | 0  | 0   | 0  | 0  | 0                     | 0  | 0  | 0                    |            | 0  | 0                                    | 0   | 0   | 0  |  |
|   | Not Needed  | Monthly-Annually   | Weekly  | Daily  | Not<br>Important   | Somewhat<br>Important | Important  | Critical   | Not<br>Neede         | , W        | Needed<br>ithin 6-12<br>Months           | Needed<br>Within 3-6<br>Months       | Needed<br>Within 1-3<br>Days  | Needed<br>Within 30<br>Days               | Needed on<br>First Day   |  |
| Willingness to travel for work-related activities and events.   | 0   | 0  | 0   | 0  | 0  | 0                     | 0  | 0  | 0                    |            | 0  | 0                                    | 0   | 0   | 0  |  |
| Ability to be flexible and to edapt quickly to changing conditions, priorities, systems, policies, tools, and technology.   | 0   | 0  | 0   | 0  | 0  | 0                     | 0  | 0  | 0                    |            | 0  | 0                                    | 0   | 0   | 0  |  |
| Ability to complete assigned work and related tasks without immediate, on-site supervision.   | 0   | 0  | 0   | 0  | 0  | 0                     | 0  | 0  | 0                    |            | 0  | 0                                    | 0   | 0   | 0  |  |
|   |   |  |   |  | Phys   | ical Δhili            | itiae  |  |                      |            |  |                                      |   |   |  |  |

|  |   |   |   |  |                            | •  |  |   |   |         |               |                                     |   | •                               |   |   |
|--|---|---|---|--|----------------------------|--|--|---|---|---------|---------------|-------------------------------------|---|---------------------------------|---|---|
|  |   |   |   |  |                            |  |  |   |   |         |               |                                     | PROF  | CIENCY                          |   |   |
|  |   | FREQUE                                      | NCY                                     |  |                            | Portugues source amountment and a  | IMPOR  | TANCE   | WWw.  |         | Not<br>Needed | Needad<br>Within First<br>6-12      | within Hirst  | Needed<br>Within First          | Needed<br>Within First                    | Needed on<br>First Day                      |
|  | Not Needed                                      | Monthly-                                    | Weekly                                  | Dal  | ilv I                      | Not Important  | Somewhat<br>Important<br>This KSA is   | Important<br>This KSA is  | Crifical  |         | - TOURNO      | Months                              | 3-6 Months  | 1-3 Months                      | 30 Days                                   | Proficiency                                 |
|  | I do not need<br>this KSA in my<br>current job. | times per<br>month, or up<br>to a few times | need to use<br>this KSA<br>eekly, or up | I need I<br>this KSA<br>or up to<br>times pe | to use<br>A daily,<br>many | This KSA is not important to successful job performance in my current job. | somewhat<br>important to<br>my job, Lack<br>of this KSA<br>has some<br>negative<br>Impact on job | important to<br>my job. Lack<br>of this KSA<br>has<br>considerable<br>negative<br>impact on job | This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences | n<br>fe |               | in this KSÁ<br>is                   | in this KSA<br>is<br>necessary<br>within the<br>first 3-6 | necessary<br>within the         | Proficiency<br>In this KSA<br>Is regulred | in this KSA<br>Is required<br>the first day |
|  | Not Needed                                      | Monthly-Annu                                | laliy We                                | eekly  | Daily                      | Not<br>Important   | Somewhat<br>Important  | Importan  | t Critical  |         |               | Needed<br>Within 6-<br>12<br>Months | Needed<br>Within 3-<br>6 Menths                           | Needed<br>Within 1-<br>3 Months | Needed<br>Within 30<br>Days               | Needed<br>on First<br>Day                   |
| Ability to scan mallpieces<br>and container labels<br>using handheld scanner.      | 0   | 0   | (                                       | C  | 0                          | 0  | 0  | 0   | 0   |         | 0             | 0                                   | 0   | 0                               | 0   | 0   |
| Ability to push wheeled carts and pallet Jacks.                                    | 0   | 0   | (                                       | )  | 0                          | .0   | 0  | 0   | 0   |         | 0             | 0                                   | 0   | 0                               | 0   | 0   |
| Ability to lift mail containers (e.g., sacks, trays) up to 70 lbs.                 | 0   | 0   | (                                       | )  | 0                          | 0  | 0  | 0   | 0   |         | 0             | 0                                   | 0   | 0                               | 0   | 0   |
|  | Not Needed                                      | Monthly-Annu                                | ually We                                | ekly   | Dally                      | Not<br>Important   | Somewhat<br>Important  | Importan  | t Critical  |         |               | Needed<br>Vithin 6-12<br>Months     | Needed<br>Within 3-6<br>Months                            | Needed<br>Within 1-3<br>Months  | Needed<br>Within 30<br>Days               | Needed on<br>First Day                      |
| Ability to visually review malipleces for mail classification and characteristics. | 0   | 0   | (                                       | C  | 0                          | 0  | 0  | 0   | 0   |         | 0             | 0                                   | 0   | 0                               | 0   | 0   |

PROFICIENCY

|   |  |  |                                       |   |  | IMPOR  | TANCE  |   | Not                                 | Needed<br>Within Firs                              | Needed   | Needed  | Needed  | Needed on  |  |
|---|--|--|---------------------------------------|---|--|--|--|---|-------------------------------------|--|--|---|---|--|--|
| ·   | Not Needed I do not need this KSA in my current job. | Monthly- Annually I use this KSA monthly, a few times per month, or up to a lew times per year.  | to use I ned                          | Daily<br>ad to use<br>(SA daily,<br>to many<br>per day. | Not Important This KSA is not important to successful job performance in my current job. | Somewhat<br>Important<br>This KSA is<br>somewhat<br>important to<br>my job. Lack<br>of this KSA<br>has some<br>negative<br>impact on job<br>performance. | of this KSA<br>has<br>considerable<br>negative                   | Critical This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences. | This KSA is not needed for the job. | 6-12<br>Months<br>Proficiency<br>in this KSA<br>Is | Proficiency<br>in this KSA<br>ls<br>necessary<br>within the<br>first 3-6 | Proficiency<br>In this KSA<br>Is<br>necessary<br>within the<br>first 1-3<br>months on<br>the job. | 30 Days Proficiency In this KSA is required within the first month  | First Day Proficioncy In this KSA is required              |  |
| for any annual community of the American street in the annual annual and  | Not Needad   | Monthly-Annually   | Weekly                                | Daily   | Not<br>Important   | Somewhat<br>Important  | Important  | Critical  | Not<br>Needed                       | Needed<br>Within 6-<br>12<br>Months                | Needed<br>Within 3-<br>6 Months  | Needed<br>Within 1-<br>3 Months   | Needed<br>Within 30<br>Days   | Needed<br>on First<br>Day                                  |  |
| Ability to use weight<br>scales sufficient to weigh<br>mail to complete mail<br>verification.   | 0  | 0  | 0                                     | 0   | 0  | 0  | 0  | 0   | 0                                   | 0  | 0  | 0   | 0   | 0  |  |
|   | I  |  |                                       |   | Policies   | s & Proce  | edures   | !   | ı                                   |  |  |   |   |  |  |
|   |  | FREQUENCY  |                                       |   |  | IMPOR  | TANCE  | The second se       | Not<br>Needed                       | Needed<br>Within First<br>6-12                     | Needed<br>Within First   | Needed<br>Within First  | HYYIUDID MIFST  | Needed on<br>First Day                                     |  |
|   | this KSA in my                                       | Monthly-<br>Annually I use this KSA<br>monthly, a few<br>times per<br>month, or up<br>to a few times<br>per year.  Weekly,<br>to a few<br>per weekly | o use<br>SA this Ko<br>or up<br>or up | aily<br>I to use<br>SA daily,<br>to many<br>per day,    | Not Important This KSA is not important to successful job performance in my current job. | Somewhat<br>Important<br>This KSA is<br>somewhat<br>important to<br>my Job. Lack<br>of this KSA<br>has some<br>negative<br>impact on job<br>performance. | Important to my job. Lack jof this KSA has considerable negative | Critical This KSA is critical to my ob, Failure to successfully do this task has very serious negative onsequences    | This KSA is not needed for the job. | Months Proficiency In this KSA                     | Proficiency<br>in this KSA<br>is<br>necessary<br>within the<br>first 3-6 | in this KSA<br>is   | 30 Days Proficiency in this KSA. Is required within the first month | Proficiency<br>in this KSA<br>is required<br>the first day |  |
|   | Not Needed   | Monthly-Annually   | Weekly                                | Daily   | Not<br>Important   | Somewhat<br>Important  | Important  | Critical  | Not<br>Needed                       | Needed<br>Within 8-<br>12<br>Months                | Needed<br>WithIn 3-<br>6 Months  | Needed<br>Within 1-<br>3 Months   | Needed<br>Within 30<br>Days   | Needed<br>on First<br>Day                                  |  |
| Ability to learn and apply<br>new information to<br>identify changes to new<br>and existing processes<br>and procedures.  | 0  | 0  | 0                                     | 0   | 0  | 0  | 0  | 0   | O                                   | 0  | 0  | 0   | 0   | 0  |  |
| Knowledge of SOX compliance processes, policies, and procedures.  | 0  | 0  | 0                                     | 0   | 0  | 0  | 0  | 0   | 0                                   | 0  | 0  | 0   | 0   | 0  |  |
| Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.                                  | 0  | 0  | 0                                     | 0   | 0  | 0  | 0  | 0   | 0                                   | 0  | 0  | 0   | 0   | 0  |  |
| Knowledge of revenue protection processes, policies, and procedures.  | 0  | 0  | 0                                     | 0   | 0  | 0  | 0  | 0   | 0                                   | 0  | 0  | 0   | 0   | 0  |  |
|   | Not Needed   | Monthly-Annually   | Weekly                                | Daily   | Not<br>Important   | Somewhat<br>Important  | Important  | Critical  |                                     | Needed<br>Vilhin 6-12<br>Months                    | Needed<br>Within 3-6<br>Months   | Needed<br>Within 1-3<br>Months  | Needed<br>Within 30<br>Days   | Needed on<br>First Day                                     |  |
| Knowledge of Business<br>Mail Acceptance (BMA)<br>policles, procedures,<br>products, and services.  | 0  | 0  | 0                                     | 0   | 0  | 0  | 0  | 0   | 0                                   | 0  | 0  | 0   | O   | 0  |  |
| Knowledge of Business Mail Acceptance (BMA) policies and procedures related to account types and permits sufficient to identify root causes of mailing discrepancies and errors.                                  | 0  | 0  | 0                                     | 0   | 0  | 0  | 0  | 0   | 0                                   | 0  | 0  | 0   | 0   | 0  |  |
| Knowledge of the provisions of local and national bargaining unit agreements including job bidding, overtime and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance. | 0  | 0  | 0                                     | 0   | 0  | 0  | 0  | 0   | 0                                   | 0  | 0  | 0   | 0   | 0  |  |

| 10/4/23, 12:47 PM  |   |   |  |  |  | Qua  | ltrics Surv  | ey Software   | )                                   |  |   |   |   |  |
|--|---|---|--|--|--|--|--|---|-------------------------------------|--|---|---|---|--|
|  |   |   |  |  |  |  |  |   |                                     |  | PROFI   | CIENCY  |   |  |
|  |   | FREQUENCY   | halo ola ja    | ······································       | Not Important  | IMPOR<br>Somewhat<br>Importent   | TANCE<br>Important   | Critical  | Not<br>Needed                       | Needed<br>Within First<br>6-12<br>Months |   | Needed<br>Within First<br>1-3 Months  | Needed<br>Within First<br>30 Days   | Needed on<br>First Day   |
| į  | Not Needed  I do not need this KSA in my current job. | Monthly-<br>Annually I use this KSA<br>monthly, a few<br>times per<br>month, or up<br>to a few times<br>per year  Week Ineed to<br>this KS to this To the per weekly, to a few par we | use Inee<br>SA this K<br>or up or up<br>imes times | d to use<br>SA dally,<br>to many<br>per day. | This KSA Is not important to successful job performance in my current job. | This KSA is<br>somewhat<br>important to<br>my job. Lack<br>of this KSA<br>has some<br>negative | This KSA is important to my job. Lack of this KSA has considerable negetive impact on job performance.                         | This KSA Is<br>critical to my<br>Job, Failure to<br>successfully<br>do this task<br>has very<br>serious<br>negative<br>consequences | This KSA is not needed for the job. | in this KSA<br>is<br>necessary           | Proficiency<br>in this KSA<br>is<br>necessary<br>within the<br>first 3-6<br>months on<br>the job. | Proficiency<br>In this KSA<br>Is<br>necessary<br>within the<br>first 1-3<br>months on<br>the job, | in this KSA<br>is required  | Proficiency in this KSA is required the first day on the job. Full proficiency is expected; training is not provided.                                  |
|  | Not Needed  | Monthly-Annually  | Weekly   | Daily  | Not<br>Important   | Somewhat<br>Important  | Important  | Critical  | Nol<br>Needed                       | Needed<br>Wilhin 6-<br>12<br>Months      | Needed<br>Within 3-<br>6 Months   | Needed<br>Within 1-<br>3 Months   | Needed<br>Within 30<br>Days   | Needed<br>on First<br>Day  |
| Knowledge of USPS policies and standards as defined in the Domestic Mail Manual (DMM) International Mail Manual (MMM), and Publication 52, sufficient to Inform decisions regarding permits, customer accounts, and products and services.   | 0   | 0   | 0  | 0  | 0  | 0  | 0  | 0   | 0                                   | 0  | 0   | 0   | 0   | 0  |
|  |   |   |  | ٠  | Produ  | cts & Se   | rvices   |   |                                     |  |   |   |   |  |
|  |   |   |  |  |  |  |  |   |                                     |  | PROFIC  | CIENCY  |   |  |
|  |   | FREQUENCY   | Madaganehap ragae                                  | monanconal                                   | Not Important  | IMPOR<br>Somewhat<br>Important   | TANCE  | Critical  | Not<br>Needed                       | Needed<br>Within First<br>6-12<br>Months |   | Needed<br>Within First<br>1-3 Months  | Neoded<br>Within First<br>30 Days   | Needed on<br>First Day   |
|  | I do not need<br>this KSA in my                       | Monthly-<br>Annually I use this KSA monthly, a few times per morth, or up to a few times per year.  I noed to this KS weekly, or to a few times per year.                             | Lise I need<br>A this KS<br>up or up to            | to use<br>A daily,<br>o many<br>per day.     | This KSA is not important to successful job performance in my current job. | This KSA is somewhat important to my job, Lack of this KSA has some negative impact on job     | This KSA is<br>Important to<br>my job. Lack<br>of this KSA<br>has<br>considerable<br>negative<br>Impact on job<br>performance. | This KSA is critical to my job. Faifure to successfully do this task has very serious negative consequences.                        | This KSA Is not needed for the job. | In this KSA                              | Proficiency<br>in this KSA<br>is<br>necessary<br>within the<br>first 3-6<br>months on<br>the job. | in this KSA<br>is   | Proficiency<br>in this KSA<br>is required<br>within the<br>first month<br>on the job. | Proficiency<br>in this KSA<br>is required<br>the first day<br>on the job.<br>Full<br>proficiency<br>is<br>expected;<br>training is<br>not<br>provided. |
| PARAMETER CONTRACTOR C | Not Needed  | Monthly-Annually  | Weekly   | Daily  | Not<br>Important   | Somewhat<br>Important  | knportant  | Critical  | Not<br>Needed                       | Needed<br>Within 6-<br>12<br>Months      | Needed<br>Withtn 3-<br>6 Months   | Needed<br>Within 1-<br>3 Months   | Needed<br>Wilhin 30<br>Days   | Needed<br>on First<br>Day  |

|  |                | romalimion  |  |  |  | IMPOR   | TANCE  |  | Not                                     | Needed<br>Within First              | Needed  | NebeeM  | Neoded                                    | Needed on   |
|--|----------------|---|--|--|--|---|--|--|---|-------------------------------------|---|---|---|---|
|  |                | FREQUENCY  Monthly-   |  | and a management                                     | Not Important  | Somewhat<br>Important   | Important  | Critical   | Needed                                  | 6-12<br>Months                      | VVIIII First<br>3-6 Months  | Within First<br>1-3 Months                                | 30 Days                                   | First Day   |
|  | this KSA in my | Annually  I use this KSA monthly, a few times per month, or up to a few times per year.  Weel  I need to this K weekly, to a few per we | ouse I need<br>SA this KS<br>or up or up times | ally<br>I to use<br>SA daily,<br>to many<br>per day. | This KSA is not important to successful job performance in my current job. | This KSA is somewhat importent to my job. Lack of this KSA has some negative impact on job performance. | This KSA is Important to my job. Lack of this KSA has considerable negative Impact on job performance. | This KSA is critical to my job. Failure to y job. Failure to successfully do this task has very serious negative consequences. | This KSA I<br>not needer<br>for the job | in this KSA<br>is<br>necessary      | Proficiency<br>in this KSA<br>is<br>necessary<br>within the<br>first 3-6<br>months on<br>the job. | in this KSA<br>is<br>necessary<br>within the<br>first 1-3 | Proficiency<br>in this KSA<br>is regulred | Proficiency in this KSA is required the first day on the job. Full proficiency is expected; training is not provided. |
| WAR WAR A TO THE TOTAL THE TOTAL TO THE TOTAL THE TOTAL TO THE TOTAL THE TOTAL TO T | Not Needed     | Monthly-Annually  | Weekly   | Daily  | Not<br>Important   | Somewhat<br>Important   | Important  | Critical   | Not<br>Needed                           | Needed<br>Within 6-<br>12<br>Months | Needed<br>Wilhin 3-<br>6 Months   | Needed<br>Within 1-<br>3 Months                           | Needed<br>Wilhin 30<br>Days               | Needed<br>on First<br>Day   |
| Knowledge of mallplece physical and content standards (e.g., addresses, zip codes, barcodes) and malling requirements sufficient to determine mail type and rate based on the mallplece and pleceweight.   | Ô              | 0   | 0  | 0  | 0  | 0   | 0  | 0  | 0                                       | 0                                   | 0   | 0   | 0   | 0   |
| Knowledge of malipiece<br>information and<br>attributes (e.g.,<br>barcodes, physical<br>standards, addresses,<br>permit) sufficient to<br>identify mall type and<br>related information.   | 0              | 0   | 0  | 0  | 0  | 0   | 0  | 0  | 0                                       | 0                                   | 0   | 0   | 0   | 0   |
| Knowledge of physical malipiece characteristics and typical errors (e.g., intelligent mall barcode errors) sufficient to respond to customer questions.  | 0              | 0   | 0  | 0  | 0  | 0   | 0  | 0  | 0                                       | 0                                   | 0   | 0   | 0   |   |
| Knowledge of Mailer<br>Scorocard including<br>typical errors sufficient to<br>respond to basic<br>customer questions<br>(e.g., how to request<br>account review and pay<br>an assessment).   | 0              | 0   | 0  | 0  | 0  | 0   | 0  | 0  | 0                                       | 0                                   | 0   | 0   | 0   | 0   |
| ,  | Not Needed     | Monthly-Annually  | Weekly   | Daily  | Not<br>Important   | Somewhat<br>Important   | Important  | Critical   | Not<br>Needed                           | Needed<br>Within 6-12<br>Months     | Needed<br>WithIn 3-6<br>Months  | Needed<br>WithIn 1-3<br>Months                            | Needed<br>Within 30<br>Days               | Needed on<br>First Day  |
| Knowledge of products<br>and services including<br>permits, pre-canceled,<br>nonprofit, periodicals,<br>and other mail types.  | 0              | 0   | 0  | 0  | 0  | 0   | 0  | 0  | 0                                       | 0                                   | 0   | 0   | 0   | 0   |

PROFICIENCY

|  |   |  |   |   |  |  |   |   |   |   | PROFIL   | CIENCY  |  |  |
|--|---|--|---|---|--|--|---|---|---|---|--|---|--|--|
|  | Not Needed  I do not need this KSA in my current job. | FREQUENCY  Monthly- Annually  Luse this KSA monthly, a for Umes per month, or up to a few times per year.                                      | o use I nee<br>(SA this K<br>or up or up<br>times times | Daily<br>ad to use<br>ISA daily,<br>to many<br>per day, | Not important This KSA is not important to successful job performance in my current job. | Somewhat Important This KSA is somewhat important to my job. Lack of this KSA has some negative impact on job performance, | Important This KSA is important to my job, Lack of this KSA has considerable negative impact on job | Critical This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences  | Not<br>Needed<br>This KSA<br>not need<br>for the jo | Proficience in this KSA is necessary          | 2-6 Months 2-6 Months 2-7 Proficiency 2-7 In this KSA 2-7 Recessary 3-6 Months 3-7 Month | in this KSÅ<br>is<br>necessary<br>Within the<br>first 1-3 | 30 Days Proficiency in this KSA is required within the first month     | on the job.<br>Full<br>proficiency<br>is   |
|  | Not Needed  | Monthly-Annually   | Weekly  | Daily   | Not<br>Importent   | Somewhat<br>Important  | lmportant   | Gritical  | Not<br>Needed                                       | Needed<br>Within 6-<br>12<br>Months           | Needed<br>Within 3-<br>6 Months  | Neoded<br>Within 1-<br>3 Months                           | Needed<br>Within 30<br>Days  | Needed<br>on First<br>Day  |
| Knowledge of mailplece classification (e.g., First-<br>class, marketing mail,<br>non-profit, periodicals,<br>peckages services)<br>sufficient to provide<br>direction and gudance<br>to customers. | 0   | 0  | 0   | 0   | 0  | 0  | 0   | 0   | 0   | 0   | 0  | 0   | 0  | 0  |
| Knowledge of forms and applications required for each type of product or service (e.g., non-profit, periodicals).  | 0   | 0  | 0   | 0   | 0  | 0  | 0   | 0   | 0   | 0   | 0  | 0   | 0  | 0  |
|  |   |  |   |   | Resea  | ırch & An  | alysis  |   |   |   |  |   |  |  |
|  |   |  |   |   |  |  |   |   |   |   | PROFIC   | CIENCY  |  |  |
|  |   | FREQUENCY  |   |   | postornos racionas ances   | IMPORT   | (ANCE   |   | Not<br>Needed                                       | Needed<br>Within Firs<br>6-12                 | AAIRUM LIEST   | Needed<br>Within First                                    | WHITH THEFT  | Needed on<br>First Day   |
|  | this KSA in my  | Monthly-<br>Annually use this KSA<br>nonthly, a few<br>times per<br>month, or up<br>to a few times<br>per year.  Weekly,<br>to a few<br>per we | ouse ineed<br>SA this KS<br>or up or up t               | aily<br>i to use<br>5A daily,<br>to many<br>per day.    | Not Important This KSA is not important to successful job performance in my current job. |  | my Job. Lack  | Critical This KSA is critical to my job. Failure to successfully do this task has very serious negative consequences. | This KSA<br>not neede<br>for the joi                | Proficiency<br>in this KSA<br>is<br>necessary | Proficiency<br>in this KSA<br>is<br>necessary<br>within the<br>first 3-6   | In this KSA<br>Is<br>necessary<br>Within the<br>first 1-3 | Proficiency<br>in this KSA<br>is required<br>within the<br>first month | Proficiency<br>in this KSA<br>is required<br>the first day<br>on the job.<br>Full<br>proficiency<br>is |
|  | Not Needed  | Monthly-Annually   | Wookly  | Daily   | Not<br>Important   | Somewhat<br>Important  | Important   | Critical  | Not<br>Needed                                       | Needed<br>Within 6-<br>12<br>Months           | Needed<br>Within 3-<br>6 Months  | Needed<br>Within 1-<br>3 Months                           | Needed<br>Within 30<br>Days  | Needed<br>on First<br>Day  |
| Ability to investigate and determine root causes of mail acceptance, verification, and compliance discrepancies.   | 0   | 0  | 0   | 0   | 0  | 0  | 0   | 0   | 0   | 0   | 0  | 0   | 0  | 0  |
| Ability to Investigate and determine root causes of<br>customer account and<br>service related<br>discrepancies and<br>inquiries.  | 0   | 0  | 0   | 0   | 0  | 0  | 0   | 0   | 0   | 0   | 0  | 0   | 0  | 0  |
| Ability to investigate and determine root causes of discrepancies rolated to mailability, mail classification, mell fees and rates, and payment systems.   | 0   | 0  | 0   | 0   | 0  | 0  | 0   | 0   | 0   | 0   | 0  | 0   | 0  | 0  |
| Ability to review and<br>enalyze data reports to<br>identify trends and<br>Insights and develop<br>recommendations.  | 0   | 0  | 0   | 0   | 0  | 0  | 0   | 0   | 0   | 0   | 0  | 0   | 0  | 0  |
| Ability to research and<br>review customer account<br>information to verify<br>payments are accurately<br>reconciled with and<br>crodited to customer<br>account.                                  | 0   | 0  | 0   | 0   | 0  | 0  | 0   | 0   | 0   | 0   | 0  | 0   | 0  | 0  |
| Ability to measure and weigh mailpleces to determine the mail category (e.g., flat, letter, machinable) and postage rate.  | 0   | 0  | 0   | 0   | 0  | 0  | 0   | 0   | 0   | 0   | 0  | 0   | 0  | 0  |
|  | Not Needed  | Monthly-Annually   | Weekly  | Daily   | Not<br>Important   | Somewhat<br>Important  | Important   | Critical  | Not<br>Needed                                       | Needed<br>Within 6-12<br>Months               | Needed<br>Within 3-6<br>Months   | Needed<br>Within 1-3<br>Months                            | Needed<br>Within 30<br>Days  | Needed on<br>First Day   |

| 10/4/23, 12:47 PM   |                                |   |                     |   |   | Quali                                     | trics Surve                                | y Software                                       | •   |                                     |                                    |  |   |   |
|---|--------------------------------|---|---------------------|---|---|---|--|--|---|-------------------------------------|------------------------------------|--|---|---|
|   |                                |   |                     |   |   |   |  |  |   |                                     | PROFIC                             | CIENCY   |   |   |
|   |                                | FREQUENCY   |                     |   | parameter property of the second              | IMPORT                                    | ANCE                                       | all nivers                                       | Not<br>Needed   | Needed<br>Within First<br>6-12      | Needed<br>Within First             | Needed<br>Within First                           | Needed<br>Within First                  | Needed on<br>First Day                        |
|   | Not Needed                     | Monthly- Wee  | kly [               | Daily                                   | Not Important                                 | Somewhat<br>Important<br>This KSA is      | Important<br>This KSA is                   | Critical<br>This KSA is                          | a diamenta de la constanta de | Months                              | 3-6 Months                         | 1-3 Months                                       | 30 Days                                 | Proficiency                                   |
|   | I do not need                  | I use this KSA<br>monthly, a few this K             | ev lines            | d to use                                | This KSA is<br>not important<br>to successful | somewhat<br>importent to                  | important to<br>my Job. Lack j             | critical to my<br>ob. Failure to<br>successfully |   | In this KSA                         |                                    | in this KSA                                      | Proficiency                             |   |
|   | this KSA in my<br>current job. | month, or up to a few                               | or up or up         | SA daily,<br>to many<br>per day,        | job<br>performance<br>in my current           | of this KSA                               | has<br>considerable<br>negative            | do this task<br>has very<br>serlous              | This KSA is<br>not needed<br>for the job.   |                                     | is<br>necessary<br>within the      | ls<br>necessary<br>within the                    |   | on the job.<br>Full<br>proficiency            |
|   | Logomana                       | per year.   | water Landing       | *************************************** | Job.  | Impact on job                             | impact on Job<br>performance, c            | negative   | 101 1110 1000,  | first 6-12<br>months on<br>the lob. | first 3-6<br>months on<br>the jab. | first 1-3<br>months on<br>the job.               | first month<br>on the job.              | ls<br>expected;<br>training is                |
|   |                                |   |                     |   |   |   |  |  | artinus suntrict us more  |                                     |                                    | THE STREET STREET                                | *************************************** | not<br>provided.                              |
|   | Not Needed                     | Monthly-Annually                                    | Weekly              | Dally                                   | Not<br>Important                              | Somewhat<br>Important                     | lmportant                                  | Critical   | laN<br>bebeek   | Needed<br>Within 6-<br>12<br>Months | Needed<br>Within 3-<br>6 Months    | Needed<br>Within 1-<br>3 Months                  | Needed<br>WithIn 30<br>Days             | Needed<br>on First<br>Day                     |
| Ability to research information using multiple resources (e.g., PostalExplorer, Job Alus, PostalPro, Domestic Mail Manual, International Mail Manual) to Identify information including mailing requirements, pricing, and services and address questions and concerns. | 0                              | 0   | 0                   | 0                                       | 0   | 0   | 0  | 0  | 0   | 0                                   | 0                                  | 0  | Ο                                       | 0   |
| Ability to identify and analyze customer problems, including gathering necessary information and resources, evaluating and summartzing the information, and erriving at an appropriate recommendation or course of action.  | 0                              | 0   | 0                   | 0                                       | 0   | 0   | 0  | 0  | 0   | 0                                   | 0                                  | 0  | 0                                       | 0   |
| Ability to compare information sufficient to verify malipiace information and review customer information.  | 0                              | 0   | 0                   | 0                                       | 0   | 0   | 0  | 0  | 0   | 0                                   | 0                                  | 0  | 0                                       | 0   |
| Ability to research and review information from<br>a variety of sources to<br>troubleshoot and resolve<br>discrepancies.  | 0                              | 0   | 0                   | 0                                       | 0   | 0   | 0  | 0  | 0   | 0                                   | 0                                  | 0  | 0                                       | 0   |
| Ability to perform basic mathematical computations such as addition, subtraction, multiplication and division with whole numbers, fractions and decimals,   | 0                              | 0   | 0                   | 0                                       | 0   | 0   | 0  | 0  | 0   | 0                                   | 0                                  | 0  | 0                                       | 0   |
|   |                                |   |                     |   | Systems                                       | s & Applic                                | ations                                     | ,  | •   |                                     |                                    |  |   |   |
|   |                                |   |                     |   |   |   |  |  |   |                                     | PROFI                              | CIENCY   |   |   |
| •   |                                |   |                     |   |   | IMPORT                                    | ANCE                                       |  | Not   | Needed<br>Within First              | Needed                             | Needed   | Needed                                  | Needed on                                     |
|   |                                | FREQUENCY  Monthly-                                 |                     |   | Not Important                                 | Somewhat<br>Important                     | Important                                  | Critical   | Needed  | 6-12<br>Months                      | BAAIMIN LIISI                      | Within First<br>1-3 Months                       | Within First<br>30 Days                 | First Day<br>Proficiency                      |
|   | Not Needed                     | Annually week  I use this KSA  monthly a faut       | use Lnear           | aily<br>I to use                        | This KSA is<br>not important                  | somewhat<br>important to                  | important to<br>my job. Lack j             | This KSA is<br>critical to my<br>ob. Failure to  |   | Proficiency                         | Proficiency                        | Proficiency<br>In this KSA                       | Centialona                              | in this KSA<br>Is required                    |
|   | this KSA in my                 | times per this Ki<br>month, or up<br>to a few times | orupi<br>imaa orupi | SA daily,<br>to many<br>per day,        | to successful<br>job<br>performance           | of this KSA                               |  | successfully<br>do this task<br>has very         | This KSA is   | ls<br>necessary                     | is<br>necessary                    | is<br>necessary                                  | in this KSA<br>is required              | on the job.<br>Full                           |
|   | Line and the second            | per year per we                                     | ek.                 | per day,                                |   | negative<br>impact on Job<br>performance. | negative<br>mpact on job<br>performanca. c | serious<br>negative                              | for the job   |                                     | first 3-6                          | within the<br>first 1-3<br>months on<br>the job. | first month<br>on the job.              | proficiency<br>is<br>expected;<br>training is |
|   |                                |   |                     |   |   |   |  |  | Turk Water Constitution   | 1                                   |                                    | J  |   | not<br>provided.                              |
|   | Not Needed                     | Monthly-Annually                                    | Weekly              | Daily                                   | Not<br>Important                              | Somewhat<br>Important                     | Important                                  | Critical   | Not<br>Needed   | Needed<br>Within 6-<br>12<br>Months | Needed<br>Within 3-<br>6 Months    | Needed<br>Within 1-<br>3 Months                  | Needed<br>Wilhin 30<br>Days             | Needed<br>on First<br>Day                     |
| Knowledge of systems and applications (e.g., PostalOne, Business Customer Gateway [BCG], c360, self-service terminal [SST]) to process transactions, including inputing information, tooking up account information, and completing forms.                              | 0                              | 0   | 0                   | 0                                       | 0   | 0   | 0  | 0  | 0   | 0                                   | 0                                  | 0  | 0                                       | 0   |

|   |                       |   |  |  |  |   |  |            |                                    |  | PROFI   | CIENCY  |   |  |
|---|-----------------------|---|--|--|--|---|--|------------|------------------------------------|--|---|---|---|--|
|   | задальным ступпериу с | FREQUENCY   | ورديان المساورة والمساورة والمساورة والمساورة والمساورة والمساورة والمساورة والمساورة والمساورة والمساورة والم | iii sa ili a la l | Not Important  | Computed  | Important  | Critical   | Not<br>Neede                       | Needed<br>WithIn Firs<br>d 6-12<br>Months                            | SAMILLIU HILST  | Needed<br>Within First<br>1-3 Months                      |   | Needed on<br>First Day                   |
|   | this KSA in my        | Monthly- Annually I use this KSA monthly, a few times per month, or up to a few times per year.  Weekly, to a few per year. | to use I need this Kilor up times times  | d to use<br>SA dally,<br>to many<br>per day.       | This KSA is not importent to successful job performance in my current job. | This KSA is<br>somewhat<br>important to<br>my job, Lack<br>of this KSA<br>has some<br>negative<br>impact on job | This KSA is Important to my job. Lack of this KSA has considerable negative impact on job performence. | serious    | This KS/<br>not need<br>for the jo | in this KSA is is necessary within the first 6-12 months on the Job. | Proficiency<br>in this KSA<br>Is<br>necessary<br>within the<br>first 3-6<br>months on<br>the job, | In this KSA<br>is<br>necessary<br>within the<br>first 1-3 | Proficiency<br>in this KSA<br>is required | on the job.<br>Full<br>proficiency<br>is |
|   | Not Needed            | Monthly-A nnually   | Weekly   | Dally  | Not<br>Important   | Somewhat<br>Important   | Importan   | t Critical | Not<br>Needed                      | Needed<br>Within 6-<br>12<br>Months                                  | Needed<br>Within 3-<br>8 Months   | Needed<br>Within 1-<br>3 Months                           | Needed<br>Within 30<br>Days               | Needed<br>on First<br>Day                |
| Ability to use computer software and components (e.g., kayboard, mouse) to create and sand correspondence, enter data into systems of record, and lookup information.                             | O                     |   | 0  | 0  | 0  | 0   | 0  | O          | 0                                  | 0  | 0   | 0   | 0   | 0  |
|   | Not Needed            | Monthly-Annually  | Weekly   | Dally  | Not<br>Important   | Somewhat<br>Importent   | Importani  | t Critical | Not<br>Needed                      | Needed<br>Within 6-12<br>Months                                      | Needed<br>Within 3-6<br>Months  | Needed<br>Within 1-3<br>Months                            | Needed<br>Within 30<br>Days               | Needed on<br>First Day                   |
| Knowledge of systems and applications (e.g., Postal/One, Business Customer Gateway [BCG], c360, self-service terminal (SSTI) to provide customer service and lookup customer account Information. | 0                     | 0   | 0  | 0  | 0  | 0   | 0  | 0          | 0                                  | 0  | 0   | 0   | 0   | 0  |

Equipment, Systems, & Technology Frequency

# Equipment, Systems, and Technology Equipment, Systems, and Technology Ratings

#### Instructions

The next page includes a list of equipment, systems, and technology you might use to perform job tasks. For each equipment, system, or technology, you will be asked to provide frequency ratings.

Frequency is how often you use the equipment, system, or technology to perform job tasks as part of your job within the BMEU or MSSC. Your ratings should reflect your current Form 50 role and assignment.

There is a total of 57 equipment, systems, and technologies.

Use the rating scales below to rate each statement:

| tenentinationemen entitentimen en en entitentimen               | FREQU  | JENCY                                 | *************************************** |  |  |  |  |  |  |  |  |  |  |
|---|--|---------------------------------------|---|--|--|--|--|--|--|--|--|--|--|
| How frequently  | do you need to use this equipment  | l, system, or technology while perfor | ming your job?                          |  |  |  |  |  |  |  |  |  |  |
| How often do you rely on this eq                                | ulpment, system, or technology for   | successful overall job performance,   | and how often do you need this          |  |  |  |  |  |  |  |  |  |  |
| equipment, system, or technology to perform assigned job tasks? |  |                                       |   |  |  |  |  |  |  |  |  |  |  |
| Not Needed  | Monthly-Annually   | Weekly                                | Daily                                   |  |  |  |  |  |  |  |  |  |  |
|   | use this system or technology monthly,   | use this system or technology weekly, |   |  |  |  |  |  |  |  |  |  |  |
| 11  | i use this daily, or up to many times per  |                                       |   |  |  |  |  |  |  |  |  |  |  |
| I do not need this in my current job.                           | not need this in my current job. a few times per month up to a few times per week to that daily, or up to many times per month up to a few times per week to that daily, or up to many times per that the times per week to the per form to per year to perform to be tasks. |                                       |   |  |  |  |  |  |  |  |  |  |  |

**Equipment, Systems and Technology** 

#### FREQUENCY

| Not Needed                                  | Monthly-<br>Annually   | Weekly                          | Daily   |
|---|--|---------------------------------|---|
| I do not need<br>this in my<br>current job. | I use this monthly, a few times per month, or up to a few times per year to perform job tasks. | weekly, or up<br>to a few times | l use this dally,<br>or up to many<br>times per day<br>to perform job<br>tasks. |

|   |            | perform job tasks. 'o | Newton made |            |
|---|------------|-----------------------|-------------|------------|
|   | Not Needed | Monthly-Annually      | Weekly      | Dally      |
| Business Customer Gateway (BCG)                           | 0          | 0                     | 0           | 0          |
| MID CRID Tool (MallerID)                                  | 0          | 0                     | 0           | O          |
| ePost Office Box Online (ePobol)                          | 0          | 0                     | Ō           | Ô          |
| Informed Visibility (IV)                                  |            | 0                     | Ō           | Ö          |
| Premium Forwarding Service Commercial                     |            | 0                     | Ō           | Õ          |
| Click n Ship (Business Pro)                               | 0          | 0                     | Ö           | Õ          |
| PostelPro   | 0          | 0                     | 0           | Ö          |
| Calibration Weights                                       | 0          | 0                     | Ö           | Ô          |
| Computer (Desktop/Laptop)                                 | 0          | 0                     | 0           | Ö          |
| Handheld scanners (e.g., Zebra, IMD)                      | 0          | 0                     | 0           | 0          |
| To an Day Die (M. 1 (PROM) T. 1                           | Not Needed | Monthly-Annually      | Weekly      | Daily      |
| Every Door Direct Mail (EDDM) Tool                        | 0          | 0                     | 0           | O          |
| Facility Access and Shipment Tracking (FAST)              | 0          | O                     | 0           | 0          |
| Price Notice 123  | 0          | O                     | 0           | O          |
| PostalOne   | 0          | O                     | 0           | 0          |
| Rubber Stamper (e.g., rotary dater)                       | 0          | 0                     | 0           | 0          |
| Microsoft Office Suite (e.g., Outlock, Excel, Word)       | 0          | O                     | 0           | 0          |
| Scissor Lift  | 0          | O                     | 0           | 0          |
| PostalExplorer (e.g., IMM, DMM, Customer Support Rulings) | 0          | O                     | O           | O          |
| Enterprise Imaging Workflow System (elWS)                 | 0 (        | 0                     | O           | O          |
| Facilities Database                                       | Not Needed | Monthly-Annually      | O<br>Weekly | O<br>Daily |
| Package Viewer, WEB APAT                                  | 0          | O                     | 0           | O          |
| Templates for Verification                                | 0          | 0                     | 0           | Ö          |
| VPN token   | 0          | 0                     | 0           | Ö          |
| Product Tracking & Reporting                              | 0          | 0                     | 0           | 0          |
| Zipcode Lookup  | 0          | 0                     | 0           | 0          |
| OnlineEnrollment  | 0          | O                     | 0           | 0          |
| eRegistration   | 0          | 0                     | 0           | 0          |
| Customer Support Rulings                                  | 0          | 0                     | 0           | 0          |
| Industry Alerts   | 0          | 0                     | 0           | 0          |
| Mail Transport Equipment Ordering (MTEOR)                 | 0          | 0                     | 0           | 0          |
| Electronic Marketing Reporting System (EMRS)              | Not Needed | Monthly-Annually      | Weekly      | Dally      |
| Weight Scales   | 0          | 0                     | 0           | 0          |
| EDW/Mailer Scorecard                                      |            | 0                     | 0           | 0          |
| Customor Labeling & Distribution System (CLDS)            | 0          | 0                     | 0           | 0          |
| Enterprise Data Warehouse (EDW)                           | 0          | 0                     | 0           | 0          |
| Postal Explorer   | 0          | 0                     |             | 0          |
| Enterprise Verification System (EVS)                      | 0          | 0                     |             | 0          |
| Postal Updalos (e.g., Bulletin, Digest)                   | 0          |                       |             | 0          |
| C360  | 0          | 0                     | 0           | 0          |
| Solf Sorvice Terminal                                     | 0          | 0                     |             | 0          |
| •   | Not Needed | Monthly-Annually      | Weekly      | O<br>Daily |
| Pallet Jack (manual)                                      | 0          | 0                     | O           | Ó          |
| Single Package Lookup                                     | 0          | 0                     | 0           | 0          |
|   |            |                       |             |            |

| 201 | REC | 115 | Mr |
|-----|-----|-----|----|
|     |     |     |    |

| - 1 |   | TATTOTA TOTAL VALUE OF THE PARTY OF THE PART |                                 |  |
|-----|---|--|---------------------------------|--|
|     | Not Needed                                  | Monthly-<br>Annually   | Weekly                          | Daily  |
|     | I do not need<br>this in my<br>current job, | I use this monthly, a few times per month, or up to a few times per year to perform job tasks.   | weekly, or up<br>to a few times | I use this daily<br>or up to many<br>times per day<br>to perform job<br>tasks. |

|   | Not Needed | Monthly-Annually | Weekly | Daily |
|---|------------|------------------|--------|-------|
| Account Management System (AMS)                       | 0          | 0                | 0      | 0     |
| Intelligent Mail Small Business (IMSB) Tool           | 0          | 0                | 0      | 0     |
| BCG Klosk (pilot project related)                     | 0          | 0                | 0      | 0     |
| Mail Transport Equipment (MTE)                        | 0          | 0                | 0      | 0     |
| Address Matching Engine Web                           | 0          | 0                | 0      | 0     |
| Change of Address                                     | 0          | 0                | 0      | 0     |
| Genesys   | 0          | 0                | 0      | 0     |
| Enterprise Payment System (EPS)                       | 0          | 0                | 0      | 0     |
|   | Not Needed | Monthly-Annually | Weekly | Delly |
| Promotions (Informed Delivery Campaign)               | 0          | 0                | 0      | Ó     |
| BMA Workflows   | 0          | 0                | 0      | 0     |
| Intelligent Mail Barcode                              | 0          | 0                | . 0    | 0     |
| eAdmin  | 0          | 0                | 0      | 0     |
| BMA Webpages, Newsletter, Advisory, Industry Alerts   | 0          | 0                | 0      | 0     |
| Pallet Jack (electronic)                              | 0          | 0                | 0      | 0     |
| National Meter Accounting and Tracking System (NMATS) | 0          | 0                | 0      | 0     |

#### Demographics

#### Demographics

The following demographic items are voluntary. Demographic information is used to verify the extent to which respondents are diverse and representative of employees in these jobs. Demographic data will only be reported in aggregate.

#### Age Range:

- O 18 24 years old
- O 25 34 years old
- 35 44 years old 45 - 54 years old
- 55 64 years old
- Over 65 years old

Racial Category (Check as many as apply):

- Native American or Alaska Native A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment,
- Asian A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Paklstan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American A person having origins in any of the black racial groups of Africa.
- Native Hawalian or Other Pacific Islander A person having origins in any of the original peoples of Hawali, Guam, Samoa, or other Pacific Islands.
- White or Caucasian A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Are you Hispanic or Latino? (A person of Cuban, Mexican, Puerto Rican, Central American, South American, or other Spanish culture or origin, regardless of race.)

- O Yes

Gender:

- O Male
- O Female
- O None of the Above

#### Qualtrics Survey Software

Privacy Act Statement: Your information and individual responses to survey questions will be used to provide the HQ Human Resource Office with decision making information based on your experience in job-related functions and participation in programs. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206 Your participation in the survey is voluntary. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf, to a U.S. Postal Service auditor, for law enforcement purposes, to labor organizations as recessing to perform the proceedings involving the Postal Service; to government apericles in cornection with decisions as necessary; to agents or contractors when necessary to lab abusiness function; to the Equal Employment Opportunity Commission when requested in connection with the investigation of a formal complaint, to the Menti Systems Protection Board or Office of Special Counset for the purpose of lingation; and records regarding recipients of awards may be disclosed to the news media or the National Safety Council when consistent with the public's right to know, For more information on our privacy policies visit <a href="https://www.usgs.com/privacypolicy">www.usgs.com/privacypolicy</a>.

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