

# United States Postal Service

## *External Publication for Job Posting 93335934*

If this job requires qualification on an examination, the number of applicants who will be invited to take or retake the examination may be limited.

### *Branch*

Sacramento District

### *Job Posting Period*

11/10/2015 - 11/25/2015

This job has an exam requirement. Currently, applicants for this posting who do not yet have an exam score are being invited to take the exam. Examining will continue until capacity has been reached.

### *Job Title*

SUPV CUSTOMER SERVICES

### *Facility Location*

CHICO  
550 VALLOMBROSA AVE  
CHICO, CA 95926-9998

### CONTACT INFORMATION:

Lance Loper-HR Generalist  
(916) 373-8608

### *Position Information*

TITLE: SUPV CUSTOMER SERVICES

GRADE: EAS - 17

FLSA DESIGNATION: Special Exempt

OCCUPATION CODE: 2310-0022

NON-SCHEDULED DAYS: Sunday/Tuesday

HOURS: 11:00 A.M. to 07:30 P.M.

SALARY RANGE: 46,274.00 - 77,001.00 USD Annually

FINANCE NUMBER: 51506

BENEFIT INFORMATION: The salary will be based on previous experience, salary history, and current postal pay policies. We offer excellent benefits including health and life insurance, retirement plan, savings/investment plan with employer contribution, flexible spending, flextime scheduling of core work hours, annual and sick leave.

### *Persons Eligible to Apply*

Current non-career employees within the Sacramento District along with any external applicants entitled to Veteran's preference points are eligible to apply for this position.

Reimbursement of relocation expenses will NOT be authorized.

All applicants must apply on line at [www.usps.com/employment](http://www.usps.com/employment). Paper or Emailed Applications for Employment will not be

accepted in person or by email. You must have a valid email address to apply for this position. Communication regarding employment opportunities, examinations, interviews and background checks will be conveyed by email.

NOTE: We will communicate with you by email concerning your application, so it is very important that you are able to receive our messages. Please add the following email domain addresses to your contact list right away to allow correspondence, especially if you use SPAM blocking software, use a yahoo or gmail account, or use a work or military email address!

@usps.gov

@psionline.com

@geninfo.com

### **Functional Purpose**

Supervises a group of employees in the delivery, collection, and distribution of mail, and in window service activities within a post office, station or branch, or detached unit.

### **DUTIES AND RESPONSIBILITIES**

1. Supervises carrier activities; evaluates the daily workload and makes carrier and route assignments; calls and assigns auxiliary carriers and messengers; makes temporary changes in routes and time schedules and authorizes overtime work.
2. Supervises the distribution and dispatch of mail and other mail handling activities, including handling change of address mail; ensures that proper procedures are followed related to receipt, recording, and delivery of accountable mail.
3. Supervises window services to the public, including sale of stamps and other accountable paper; providing special services such as Express Mail, box rental, and acceptance of advance deposits; providing information on postal services; setting meters; and accepting mail at public windows; conducts audits of employee flexible accountabilities.
4. Establishes work schedules and allocates work hours to meet service requirements; reschedules assignments based on changes in mail volume and human resource availability.
5. Analyzes delivery operations, mail flows, and retail operations within the work unit using observation, data analysis, and computer models; makes recommendations to improve operations.
6. Conducts or oversees mail counts and inspections; analyzes factors such as office practices, safety conditions, route layout, and delivery methods to determine if routes are laid out properly; makes recommendations for route adjustments and other efficiency improvements.
7. Ensures compliance with vehicle maintenance and inspection schedules; monitors vehicle service contracts; may investigate vehicle accidents.
8. Supervises a medium-size group of craft employees; provides on-the-job training; ensures complete training in current operating and safety procedures; assesses employee performance and provides guidance and direction to employees regarding work performance; makes recommendations for performance improvement; and ensures development of employees in the work unit.
9. Establishes effective work team relationships; involves employees in decisions that affect them; and encourages decision making at the lowest possible level.
10. Has frequent contact with the public, large volume mailers, and representatives of community, business, or mailing organizations to respond to mailing inquiries.
11. Supervises and participates in record-keeping of work hours, mail volumes, cost ascertainment data, carrier transportation costs, accident and injury occurrences and costs, and personnel time and attendance.
12. May personally perform certain non-supervisory tasks in order to meet established service standards, consistent with the provision of Article I, Section 6, of the National Agreement.

### **SUPERVISION**

Postmaster or Manager, Customer Services, or designated unit manager.

The United States Postal Service has the following excellent and challenging employment opportunity for highly motivated and innovative individuals. Successful candidates must demonstrate through a combination of education, training, and

experience the following requirements:

### **Requirements**

1. **CHANGE MANAGEMENT:** Prepares employees for change by establishing and maintaining continuous dialogue with employees; communicates change to employees and reassures them during the transition from present to future state.
2. **COMMUNICATION SKILLS:** Organizes and expresses thoughts and information in a clear and concise manner while tailoring the message to the audience; engages in active listening; is aware of the impact of nonverbal cues on the message being delivered; takes into account the feelings and motivation of others when delivering a message.
3. **EMPLOYEE FOCUS:** Establishes a positive and safe work environment conducive to increasing productivity through treating employees with dignity and respect; defines the roles of employees and clarifies their responsibilities for the success of the organization; provides employees with the tools and support they need to accomplish their goals.
4. **FUNCTIONAL ADMINISTRATION:** Completes administrative tasks; generates and analyzes daily reports to ensure appropriate documentation of operations.
5. **OPERATIONS MANAGEMENT:** Manages the operation through the use of operational plans developed to drive work unit and organizational performance; addresses labor relations issues and applies knowledge of local and national agreements to solve workplace conflicts; analyzes data on a regular basis to determine if adjustments to current operations are necessary to achieve goals.
6. **PERSONAL ACUMEN:** Adapts to changes in the business environment; demonstrates trustworthiness and initiative to accomplish work unit and organizational goals and objectives.
7. **KNOWLEDGE OF PERFORMANCE MEASUREMENT** systems and standards, and customer satisfaction indicators, as they relate to customer service operations.
8. **WORK UNIT PLANNING:** Determines priorities of the work unit on a daily and weekly basis; identifies resources (employees and capital) needed to accomplish goals and allocates resources as allowed to support the priorities and goals established for the work unit and organization as a whole.
9. **EXAMINATION REQUIREMENT:** Individuals must successfully complete Postal Service Test 642, which measures job-related knowledge, skills, and abilities related to personal characteristics linked to performing effectively as an employee in this organization.

Qualified applicants must successfully pass a pre-employment drug screening to meet the U.S. Postal Service's requirement to be drug free. Applicants must also be a U.S. citizen or have permanent resident alien status.

### **IMPORTANT INFORMATION:**

Applications must be submitted by 11:59 p.m., Central Time, of the posting's closing date. Applicants claiming veterans' preference must attach a copy of member copy 4 (only) of Certificate of Release or Discharge from Active Duty (DD Form 214) or other proof of eligibility if claiming 10-point veterans' preference. The United States Postal Service (USPS) is an equal opportunity employer. The USPS provides reasonable accommodation for any part of the application, interview, and/or selection process, please make your request to the examiner, selecting official or local manager of Human Resources. This request can also be made by someone on your behalf. Explain the nature of your limitations and the accommodation needed. The decision on granting reasonable accommodation will be on a case-by-case basis.

**SPECIAL NOTE:** Current career Postal Service employees are ineligible to apply to this posting.