

# United States Postal Service

## *Internal Publication of Job Posting 10087839*

### *Branch*

Ohio Valley District

### *Job Posting Period*

02/28/2017 - 03/15/2017

### *Job Title*

2310-0022 SUPV CUSTOMER SERVICES EAS-17 CINCINNATI OH

### *Facility Location*

SAINT BERNARD STATION  
5115 VINE ST  
CINCINNATI, OH 45217-9998

\*\*\*SELECTING OFFICIAL IS: Edward Westerfield  
NB10095019

### *Position Information*

TITLE: SUPV CUSTOMER SERVICES  
GRADE: EAS - 17  
FLSA DESIGNATION: Special Exempt  
OCCUPATION CODE: 2310-0022  
NON-SCHEDULED DAYS: SUN/WED  
HOURS: 0500-1400  
SALARY RANGE: 49,385.00 - 80,112.00 USD Annually  
FINANCE NUMBER: 381626

### *Persons Eligible to Apply*

This position is posted Service-Wide. All career Postal employees are eligible to apply for this position.

NOTES: Applicants will be assessed in a multi-hurdle Supervisor Selection assessment process. Your passing score on Supervisor Test 642 is required. If you have qualified on Test 642 in the past, your eligible result is good indefinitely and you will not be invited to retake the test. If your permanent grade level is EAS-17 or above, you are not required to take Test 642. If you have not qualified on Test 642 but you were a former Supervisor Customer Service (SCS) or Supervisor Distribution Operations (SDO), you will not be required to take Test 642, but it is your responsibility to notify the District HR Generalist Principal that you are exempt from the testing requirement based on your former position of SCS or SDO. This notification should occur by email to the following address by the closing date of this announcement: LOCAL SERVICES OHIO VALLEY DISTRICT <LOCALSERVICESOHIOVALLEYDISTRICT@usps.gov>. Please indicate Test 642 Waiver Request in the subject line of your message.

EAS-17 or ABOVE: Employees at the same or higher grade level interested in placement into this position may make a

written request directly to the Selecting Official for consideration noncompetitively outside eCareer, and are encouraged to include a copy of their eCareer profile along with the request. If the position is not filled through noncompetitive procedures, the noncompetitive candidates who submitted an application in eCareer for this position will be considered competitors if eligible.

### **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.

### **Qualifications/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.

### **How to Apply**

Eligible employees apply on-line via the Internet at [www.liteblue.usps.gov](http://www.liteblue.usps.gov) from any computer with internet access. You will need your Employee Identification Number (EIN) and Personal Identification Number (PIN). Click on the '**Go To eCareer**'. Click on '**Search and/or Apply for EAS Jobs**'. Complete the candidate profile, questionnaires, and summary of accomplishments addressing the requirements stated on the job posting. Applications must be submitted by 11:59 p.m., Central Time, of the posting's closing date. If you need assistance you may call 1-877-477-3273, choose Option 5. The US Postal Service is an equal employment opportunity employer and provides reasonable accommodation to qualified individuals with disabilities. If you need a 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.