



## Vacancy Announcement

OPEN: 11/06/2017  
CLOSE: 11/20/2017

**POSITION:** Complaints & Inquiry Clerk      **LEVEL:** PS-07      **VACANCY NUMBER:** BQ 2017-11-06

**METHOD OF SELECTION:** Best Qualified      **HOURS:** 0730-1600-30L      **DAYS OFF:** SAT/SUN

**ELIGIBILITY:** ALL CAREER CLERK CRAFT EMPLOYEES WITHIN THE PHOENIX BID CLUSTER  
(INCLUDES THE PHOENIX P&DC, RIO SALADO, WVL&DC AND PHOENIX STATIONS)

**NUMBER OF POSITIONS:** ONE (1) - 70681278

**OCCUPATIONAL CODE:** 2345-23XX      **ASSIGNMENT AREA:** Consumer Affairs Office  
4949 E Van Buren St., Room #8  
Phoenix, AZ 85026-3911

**A non-postal email address must be included with your application for testing notification.**

### FUNCTIONAL PURPOSE

Receives, classifies, and processes customer complaints and inquiries relative to mail service. Applies a broad knowledge of postal regulations and local policy to affect resolutions.

### DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

### EXAMINATION REQUIREMENT:

1. Applicants must demonstrate verbal ability. This must be demonstrated by successful completion of Postal Service Test 720 (710 Clerical).
2. Applicants must demonstrate basic computer skills. This must be demonstrated by successful completion of Postal Service Test 718 COMPUTER SKILLS.

### OTHER REQUIREMENTS:

Applicants must demonstrate, to a sufficient degree, the following skills, abilities, and knowledge to assure adequate performance in the position.

1. Knowledge of mailing requirements and service standards.
2. Ability to maintain records and prepare reports and correspondence.
3. Ability to plan and execute work activities without direct supervision, accomplishing tasks to meet deadlines.
4. Ability to work cooperatively and interact positively with customers and co-workers, exercising courtesy, discretion, and self-control.
5. Ability to communicate orally sufficient to express spoken ideas or facts clearly and logically when answering questions, giving directions, and providing information.

**PHYSICAL REQUIREMENTS:**

Applicants must be physically able to perform efficiently the duties of the position.

**Note:**

The required knowledge, skills, and abilities will not, in themselves, be accepted as proof of qualification. The applicant's total record of experience, education, and training must show the ability to perform the duties of the position.

**ADDITIONAL PROVISIONS:**

Candidates must meet the requirements for certification.

**SENIORITY:**

Successful Clerk applicants from the Phoenix Bid Cluster will retain their seniority.

**MAIL TO:**

**United States Postal Service  
Phoenix Bid Cluster  
4949 E Van Buren St  
Plant Manager's Office Room #154  
Phoenix AZ 85026-3911**

**HOW TO APPLY:**

**CURRENT CAREER CLERK CRAFT EMPLOYEES IN THE PHOENIX BID CLUSTER MAY APPLY BY SUBMITTING A PS FORM 991. PLEASE DO NOT USE E-CAREER OR JOB BIDDING.** Under the provisions of Article 37.3.A.8, clerks temporarily detailed to any nonbargaining unit position may not bid or apply for vacant clerk craft duty assignments.

Applicants must address each of the requirements (operational, examination and other) listed on Page 1 of this Announcement. Photocopy the Statement of Qualifications page from PS Form 991, and use one page for each requirement.

**Applications must be received** by the Phoenix Bid Cluster no later than **close of business (3:00 p.m.), MONDAY, November 20, 2017** in order to be considered. **ALL APPLICATIONS MUST BE MAILED TO THE ABOVE ADDRESS. NO FAXES, EMAILS, OR DROP-OFFS WILL BE ACCEPTED.** It is the applicant's responsibility to make a copy of their PS Form 991 PRIOR to submitting the application. Copies will not be provided. An employee who has submitted an application may withdraw, in writing, any time **before the closing date and time of this posting.**

Applicants will be selected on the basis of "Best Qualified".

The United States Postal Service is an equal opportunity employer. The United States Postal Service 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 contact the office identified on the vacancy announcement. The decision on granting reasonable accommodation will be on a case-by-case basis.

Employees will be considered and selected without regard to race, color, sex, religion, age, national origin, political affiliation, marital status, physical or mental impairment (if the position may be effectively performed by a person with that physical or mental impairment) or any other non-meritorious factor or consideration.

Dawn Marie Francisco  
Human Resources Specialist (A)  
Phoenix Bid Cluster  
(602) 225-3230

Attachments

**STD JOB DESCRIPTION**

U.S.Postal Service

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**COMPLAINTS & INQUIRY CLK (P7-07)**  
**OCCUPATION CODE: 2345-23XX**

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**FUNCTIONAL PURPOSE:**

Receives, classifies, and processes customer complaints and inquiries relative to mail service. Applies a broad knowledge of postal regulations and local policy to effect resolutions.

**DUTIES AND RESPONSIBILITIES:**

1. Accepts and reviews telephone, written, or in-person customer complaints regarding alleged service irregularities or employee conduct. Assembles all pertinent existing data and determines type of inquiry required.
2. Institutes necessary action to develop case analysis or investigation. Visits areas and confers with individuals involved, gathering and developing additional information pertaining to investigation.
3. Develops all pertinent facts for analysis as to what corrective action is to be taken. Presents analysis and recommendations to supervisor and employees involved in order to preclude a recurrence of a complaint.
4. Prepares correspondence to complaints and inquiries after investigation and complete information has been obtained.
5. Contacts customers in order to resolve complaints.
6. Reports unusual or repetitive complaints which indicate development of a trend; prepares and submits weekly and quarterly complaint summations and analysis of the data along with recommendations for improvement in service.
7. Performs other job related tasks in support of primary duties.

**SUPERVISION:**

Supervisor of unit to which assigned.

**SELECTION METHOD:**

Best Qualified

**BARGAINING UNIT:**

CLERK

**KEY POSITION REFERENCE:**

KP-0017

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**Doc Date: 11/02/1994****Occ Code: 2345-23XX**

**QUALIFICATIONS**

U.S.Postal Service

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**COMPLAINTS & INQUIRY CLK (P7-07)  
OCCUPATION CODE: 2345-23XX**

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BARGAINING UNIT QUALIFICATION STANDARD  
2345j  
(2345-23XX) COMPLAINTS AND INQUIRY CLERK

**DOCUMENT DATE:**

June 14, 2013

**FUNCTION:**

Receives, classifies, and processes customer complaints and inquiries relative to mail service. Applies a broad knowledge of postal regulations and local policy to effect resolutions.

**DESCRIPTION OF WORK:**

See the Standard Position Description for the Occupation Code given above.

**REQUIREMENTS:**

This section is composed of Knowledge, Skills, and Abilities (KSAs) which are required to satisfactorily perform the tasks of the position. Applicants must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Ratings are based on the demonstration of the level of possession of each of the KSAs. Failure to demonstrate any KSA is disqualifying.

Knowledge of mailing requirements and service standards.

Ability to maintain records and prepare reports and correspondence.

Ability to plan and execute work activities without direct supervision, accomplishing tasks to meet deadlines.

Ability to work cooperatively and interact positively with customers and co-workers, exercising courtesy, discretion, and self-control.

Ability to communicate orally sufficient to express spoken ideas or facts clearly and logically when answering questions, giving directions, and providing information.

**EXAMINATION REQUIREMENTS:**

Applicants must demonstrate verbal ability. This must be demonstrated by successful completion of Postal Service Test 720.

Applicants must demonstrate basic computer skills. This must be demonstrated by successful completion of Postal Service Test 718.

**PHYSICAL REQUIREMENTS:**

Applicants must be able to perform the physical requirements of the position with or without reasonable accommodation.

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**Doc Date: 06/14/2013**

**Occ Code: 2345-23XX**