



**UNITED STATES
POSTAL SERVICE**

Vacancy Announcement

OPEN: 11-30-2019
CLOSE: 12-20-2019

POSITION: CONSUMER & INDUSTRY CONTACT **LEVEL:** PS-07 **VACANCY NUMBER:** BQ 2019-11-30-1

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 AZ P&DC, RIO SALADO, WEST VALLEY AZ P&DC AND PHOENIX STATIONS)

NUMBER OF POSITIONS: TWO (2) **95783080 & 71742822**

OCCUPATIONAL CODE: 2345-23XX

ASSIGNMENT AREA: Consumer & Industry Contact 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.

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.

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.

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.

PHYSICAL REQUIREMENTS:

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

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 #148
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.), FRIDAY, December 20, 2019 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

Dawn Marie Francisco
Human Resources Specialist
Phoenix Bid Cluster

Attachments