



**UNITED STATES
POSTAL SERVICE**

Vacancy Announcement

OPEN: 03-16-2019
CLOSE: 03-25-2019

POSITION: Complaints & Inquiry Clerk **LEVEL:** PS-07 **VACANCY NUMBER:** BQ 2019-03-16-1

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

ELIGIBILITY: ALL CAREER, BARGAINING UNIT, CLERK CRAFT EMPLOYEES
WITHIN COMMUTING DISTANCE, WHICH IS FIFTY (50) MILES, OF THE PHOENIX AZ P&DC.

NUMBER OF POSITIONS: ONE (1) 95783080

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.

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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 outside the Phoenix Bid Cluster **will not retain their current seniority**; they will be placed at the bottom of the current Phoenix Bid Cluster Seniority list. Successful Clerk applicants from 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 WITHIN COMMUTING DISTANCE, WHICH IS FIFTY (50) MILES, OF THE PHOENIX AZ P&DC 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, March 25, 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

STD JOB DESCRIPTION

U.S.Postal Service

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

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

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

QUALIFICATIONS

U.S.Postal Service

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

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.

Doc Date: 06/14/2013

Occ Code: 2345-23XX