

LEAD SALES & SERVICES ASSOCIATE (P7-7)
OCCUPATION CODE: 2320-XXXX

FUNCTIONAL PURPOSE

Performs a variety of sales and customer support services for products including; stamps, stamped paper, postal cards, philatelic products, and special promotional items with or without direct supervision. May work alone or as a working leader, providing administrative and technical guidance to one or more clerks assigned to retail and post office operations.

OPERATIONAL REQUIREMENTS

This position is for use in Customer Service facilities with retail operation windows.

DUTIES AND RESPONSIBILITIES

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products and services and may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
2. Communicates and provides administrative and technical guidance to retail and post office operations employees assigned to the unit, informing them of changes or clarifications in policies, procedures, operations, schedules, and regulations. Ensures that work is performed efficiently.
3. Forecasts and maintains a separate stamped inventory to fill requisitions submitted by other retail clerks assigned to the office.
4. Prepares a local bank deposit and/or a consolidated funds bank deposit. Prepares and maintains unit accounting records of retail activities.
5. Conducts or witnesses transfers of fixed credits between employees as required, assisting in the physical count of stock. Reviews fixed credits periodically and recommends adjustments if necessary. Examines and insures the integrity of security containers assigned to employees for the storing of their fixed credit and reports lack of conformity with security regulations.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence. Maintains an adequate supply of materials required for the operation of a retail office.
7. Processes and/or accepts and verifies applications for redeemed stamps and stamped paper. Prepares and submits necessary stock for destruction.
8. Instructs and advises individual employees in correct financial and retail sales procedures.

9. In accordance with the directives of the supervisory presence, plans, directs, organizes and monitors retail related programs/projects and the work of people to meet unit goals, including coordinating and scheduling work hours. Supplies leadership necessary to secure a customer friendly environment, encourages professional appearance and work habits to accomplish effective and pleasant customer relationships.
10. Provides product and service information to customers, including informing customers regarding special offers and the layout of the store; refers customers to sales and promotional programs by promoting products based on customer needs. Answers customer inquiries.
11. Maintains appearance of store by setting, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Checks and maintains post office self service equipment and postage meters.
12. Trains new employees to ensure quality service.
13. Maintains records, files and submits reports, as assigned.
14. May verify presort and bulk mailings of all classifications; computing and maintaining on a current basis mailers' credit balances.
15. In addition, may assign and clear accountable items and distribute mail as required.
16. Performs other duties as assigned.

SUPERVISION

Supervisor, Customer Services or other designated supervisor

SELECTION METHOD

Senior Qualified

BARGAINING UNIT

Clerk

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BARGAINING UNIT QUALIFICATION STANDARD
(2320-xxxx) LEAD SALES & SERVICES ASSOCIATE

DOCUMENT DATE: TBD

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Performs a variety of sales and customer support services for products including stamps, stamped paper, postal cards, philatelic products, and special promotional items; with or without direct supervision. May work alone or provide administrative and technical direction to one or more clerks assigned to retail and post office operations.

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. The KSAs are demonstrated by successful completion of tests and specified training, unless otherwise noted. Failure to demonstrate any KSA is disqualifying.

1. Ability to sell products and services, includes providing timely and courteous customer service, matching products and services to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions.
2. Ability to work and transact business with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as analyzing and responding appropriately to unique customer or coworker situations. This includes exercising courtesy and self-control to provide good appropriate customer service in order to accomplish established goals of the functional area.
3. Ability to provide oversight, direction, and support of co-workers in the absence of a supervisor.
4. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.
5. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.
6. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention.
7. Ability to follow instructions refers to comprehending and executing either spoken or written instructions or directions sufficient to perform work assignments, follow procedural directions or instructions either with or without direct supervision.

8. Ability to identify and analyze problems by gathering information from both oral and written sources and develop an appropriate course of action to resolve the situation.
9. Ability to coordinate, open and close, and operate a retail postal unit. This includes planning and organizing the work of a small group of employees to achieve unit goals.
10. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports.
11. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

Applicants must successfully complete Postal Service Test 473, which includes the following measures of job-related knowledge, skills, and abilities:

- A. Address Checking
- B. Forms Completion
- C. Coding & Memory
- D. Personal Characteristics and Experience Inventory

EXPERIENCE REQUIREMENTS:

Applicants must have a minimum of one year of experience in a window position (window clerk, distribution and window clerk, distribution, window and markup clerk, sales and services associate, sales, services and distribution associate) providing a comprehensive knowledge of postal regulations, rulings, policy, and procedures relating to window work.

TRAINING REQUIREMENTS:

Applicants who qualify and are selected under this standard will be required to complete prescribed training satisfactorily.

PHYSICAL REQUIREMENTS:

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

ADDITIONAL PROVISIONS:

When filled internally, this position usually involves a deferment period during which the senior bidder is provided appropriate combinations of training, testing, and practical demonstration of ability to perform in the actual position.

Lead Sales & Services Associates must work their assigned tour and days of work. Lead Sales & Services Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Lead Sales & Services Associates are required to provide service to the public. They must maintain a neat and professional appearance in such interactions, including wearing a uniform and name tag when required.