

LEAD CUSTOMER SERVICE CLERK (P7-7)
OCCUPATION CODE: 2320-XXXX

FUNCTIONAL PURPOSE

Performs a variety of clerk duties required for customer service using automated mail processing equipment or manual methods of sortation and distribution as well as change of address entry / validation and processing undeliverable as address forwardable and return to sender mail. May work with or without direct supervision or as a working leader to one or more customer service employees resolving problems that may occur during operations and determining when a supervisor should be involved.

OPERATIONAL REQUIREMENTS

This position is for use in Customer Service facilities that do not have retail window operations. However, in a large facility (50 or more clerks) with both a retail window and a large distribution operation, a Lead Customer Service Clerk may be used in addition to a Lead Sales & Service Clerk.

DUTIES AND RESPONSIBILITIES

1. Makes primary and one or more secondary distributions of incoming mail by delivery point, (for example, classified or contract station or branch or other delivery unit, general delivery, lockboxes, rural, highway contract route, or city carrier route) based on a knowledge of the distribution scheme.
2. Makes primary and one or more secondary distributions of outgoing mail for dispatch (for example, by city, state, or region) based on a knowledge of the distribution scheme.
3. In addition, may perform any of the following duties: maintain records of mails; examine balances in advance deposit accounts; face and cancel mail; tie mail and insert facing slips; open and dump pouches and sacks; operate cancelling machines; record and bill mail (for example, c.o.d., registered, etc.) requiring special service; and provide service at public windows; data entry of change of address requests; process UAA forwardable / returns mail and the associated allied functions resulting from processing of UAA mail.
4. Maintains a working knowledge of regulations, policies and procedures related to mail processing and post office operations activities. Provides guidance to customer service employees assigned to post office operations. Resolves problems that may occur during operations and determines when a supervisor should be involved.
5. As a working leader of customer service employees, will cooperate with the supervisor to plan, direct, organize and monitor customer service related programs/projects and the work of people to meet unit goals, including coordinating and scheduling work hours.
6. May perform any of the following duties: provide service at public window for non-financial transactions; maintain records related to mail; examine balances in advance deposit accounts; and record and bill mail requiring special service.
7. Verifies mailings as to size, weight, postage and other mailability requirements when necessary.
8. Processes accountable mail for delivery and clears carriers and accountable mail.
9. Uses established safe work methods, procedures, and safety precautions.
10. Maintains and services PO Boxes; Caller and Reserves.

11. Performs required scans of packages with barcodes.
12. Performs other job related tasks in support of primary duties.

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) CUSTOMER SERVICE CLERK

DOCUMENT DATE: TBD

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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 provide oversight, direction and support of co-workers in the absence of a supervisor.
2. Ability to communicate orally (refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information).
3. Ability to perform basic mathematical computations (refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers).
4. 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.
5. 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.
6. Ability to coordinate, open and close, and operate a postal unit. This includes planning and organizing the work of a small group of employees to achieve unit goals.
7. 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

EXPERIENCE REQUIREMENTS:

Applicants must have a minimum of one year experience in a customer service position.

PHYSICAL REQUIREMENTS:

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

ADDITIONAL PROVISIONS:

Lead Customer Service Clerks must work their assigned tour and days of work often within a customer service environment. Lead Customer Service Clerks must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Lead Customer Service Clerks at any time may be assigned to provide service to the public. They must maintain a neat and professional appearance and demeanor in such interactions, including wearing a uniform when required.