

LOCAL HUMAN RESOURCES



**NOTICE OF VACANT POSITION**  
**DISTRICT WIDE CLERK**  
**Current Career Employees**  
**Announcement Number: 16 -002**

OPENING DATE: May 10, 2016

CLOSING DATE: May 19, 2016 4:30 PM

POSITION: Position ID 71053937  
OCC-CODE: 2340-82XX  
**Express Mail Tech, P7-07**  
**BEST QUALIFIED**  
Vacated by D. Molyneux

HOURS OF DUTY: 1600-0030-30L  
NON-SCHED DAYS: Sat/Sun

LOCATION: SLC P&DC, Tour 3 PL 325

**DUTIES:** Provides clerical support in the Express Mail Service administrative office, utilizing expert and comprehensive knowledge, to assist in the technical aspects of maintaining the overall program.

**QUALIFICATIONS:** This section is composed of the 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.

1. Provides technical information to customers, affected units and postal employees relative to all subclasses of Express Mail, both domestic and international.
2. Responds directly, in writing or over the telephone, to inquiries about service features such as, but not limited to, preparation requirements, rates; special permit and postage trust accounts; service performance standards; weight and size limits; acceptance and delivery schedules; procedures for processing claims in case of failures or refunds of postage.
3. Receives and processes customer inquiries and complaints, investigates and prepares written details of service failures. Follows up by maintaining telephone and written contact with domestic Express Mail Service offices, postal units and others to locate lost or missent Express Mail shipments. Investigates causes of service failures, recommends changes, as needed, and reports such recommendations to the supervisor.
4. Provides other Express Mail Service offices with information relating to service commitment irregularities, proof of delivery receipts, service breakdown areas, verification of claims, network revisions, customer irregularities and other matters.
5. Reviews Express Mail Service claims for postage refunds and merchandise/document reconstruction insurance prior to approval by the supervisor.
6. May receive reports and data relating to International Express Mail Service from the exchange office and prepare International Exchange Office Report; review dispatch and receipt manifest and initiate inquiries on irregularities; and investigate and prepare replies for international inquiries and bulletins of verification.
7. Receives changes to surface and air transportation routes, updates all related records, files schedule logs and service agreements with pertinent change information and notifies appropriate units.
8. Prepares required reports such as Postal Inspector, Headquarters Service Analysis, weekly, bi-weekly, accounting period and other related reports.
9. May provide technical guidance to and oversee the work of lower level employees.

10. Requisitions, receives and stores supplies, material and equipment from supply centers for distribution to postal units and customers. Processes supply orders and maintains records; ensures adequate stock levels.

11. Performs other job related tasks in support of primary duties.

**EXAMINATION REQUIREMENTS:**

Applicants must demonstrate clerical and verbal abilities. These must be demonstrated by successful completion of Postal Service Test 710.

Applicants must demonstrate the ability to key data on a computer terminal at a rate of 25 correct lines within five minutes. This must be demonstrated by successful completion of Postal Service Test 714 at the low standard.

**ADDITIONAL PROVISIONS:**

Applicants must have a valid state driver's license, and demonstrate and maintain a safe driving record. Applicants must pass the Postal Service road test to show the ability to safely drive a vehicle of the type used on the job.

**PHYSICAL REQUIREMENTS:** Applicants must be physically able to efficiently perform the duties of the position.

**HOW TO APPLY:** It is the responsibility of the Applicant to submit a PS 991 to Mindy Thomas by the close of business on 5/19/2016. You may submit it one of three ways via mail, 1760 West 2100 South, Salt Lake City, UT 84199-9998, via email to [mindy.thomas@usps.gov](mailto:mindy.thomas@usps.gov) or fax to the ATTN: Mindy Thomas 801-974-2929. Supervisor evaluations are not needed.

**ALL APPLICANTS WILL BE CONSIDERED ON THE BASIS OF QUALIFICATIONS REGARDLESS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE OR PHYSICAL HANDICAP.**