



**NOTICE OF VACANT POSITION**  
**DISTRICT WIDE CLERKS**  
**Current Career Employees**  
**Announcement Number: 15-02**

OPENING DATE: **May 26, 2015**

CLOSING DATE: **June 4, 2015 4:30 PM**

POSITION: Position ID 71367760 HOURS OF DUTY: 0830-1700  
Complaints & Inquiry Clerk-Level 07  
Salt Lake City District - **BEST QUALIFIED** NON-SCHED DAYS: SAT/SUN

LOCATION: GMF, SALT LAKE CITY, UT

**DUTIES:**

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.

**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-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.

**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.

**TRAINING REQUIREMENTS:**

Applicants who qualify under this standard may be required to satisfactorily complete a prescribed training course(s) prior to reassignment or promotion.

**PHYSICAL REQUIREMENTS:**

Applicants must be able to perform the physical requirements of the position with or without reasonable accommodation.

**HOW TO APPLY:**

It is the responsibility of the Applicant to submit a completed PS Form 991 (October 1993 Version) to Jamie Seavello by 4:30 PM on June 4, 2015. You may submit it in one of two ways: 1) via mail to Jamie Seavello, Salt Lake District, 1760 West 2100 South, Salt Lake City, UT 84199-9420 or 2) via email to [Jamie.r.seavello@usps.gov](mailto:Jamie.r.seavello@usps.gov) **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.**