# United States Postal Service

***External Publication for Job Posting 12049057***

If this job requires qualification on an examination, the number of applicants who will be invited to take or retake the examination may be limited.

### *Branch*

California 1 District

### *Job Posting Period*

07/01/2025 - 07/07/2025

### *Job Title*

SUPV CUSTOMER SERVICES

### *Facility Location*

SAN FRANCISCO
1300 EVANS AVE STE 300H
SAN FRANCISCO, CA 94188-9998

Selecting Official Contact: MUNIR, MARYA
NB12133230

### *Position Information*

TITLE: SUPV CUSTOMER SERVICES
GRADE: EAS - 17
FLSA DESIGNATION: Special Exempt
OCCUPATION CODE: 2310-0022
NON-SCHEDULED DAYS: Sunday/Wednesday
HOURS: 09:00 A.M. to 06:00 P.M.
SALARY RANGE: 85.110,00 - 96.930,00 USD Annually
FINANCE NUMBER: 56786
BENEFIT INFORMATION: The salary will be based on previous experience, salary history, and current postal pay policies. We offer excellent benefits including health and life insurance, retirement plan, savings/investment plan with employer contribution, flexible spending, flextime scheduling of core work hours, annual and sick leave.

### *Persons Eligible to Apply*

Eligibility is limited to current non-career Postal employees in the CALIFORNIA 1 DISTRICT and individuals entitled to Veterans' Preference.  Applicants must be available for screening activities, including an interview. Applicants entitled to veterans’ preference and/or covered by the Veterans Employment Opportunity Act may apply for any posted position.

Current career postal employees are not eligible to apply

If you are a military veteran, you must attach a copy of your DD-214 (Member Copy #4) to your application under the Veterans Preference tab.

Males born after 12/31/1959 must be registered with the Selective Service System.

Applicants must be age 18 at the time of hire (or age 16 with a high school diploma)

All applicants must apply on line at www.usps.com/employment to be considered for this employment opportunity. Paper or Emailed Applications for Employment will not be accepted in person or by email. You must have a valid email address to apply as communication regarding employment opportunities, examinations, interviews and background checks will be conveyed by email.

Please add the following email domain addresses to your contact list right away to allow correspondence, especially if you use SPAM blocking software, use a yahoo or gmail account, or use a work or military email address!

@usps.gov @psionline.com @geninfo.com

NOTICE SCREENINGS REQUESTED: You may receive multiple requests for background checks in regards to this employment opportunity. Respond to all requests quickly as we anticipate filling our vacancies quickly and nonresponses may result in disqualification for this opportunity.

Newly appointed EAS Grade employees are subject to a 365 day probationary period.

Applicants must demonstrate in writing the requirements listed on the announcement through a combination of education, training and experience. You may use both your Summary of Accomplishments and description of duties (under Work Experience) to address each of the requirements listed.

Reimbursement of relocation expenses will NOT be authorized.

Postal Service employment is conditional upon your meeting medical suitability, general eligibility and suitability, and background check requirements. Therefore, if you receive a job offer, note that it will be conditional upon you meeting these requirements, even if you are allowed to begin working first.

Additional Comments: May be required to work different schedule based on operational needs.

### *Background Check*

The Inspection Service criminal background check is conducted using United States information resources only (e.g., FBI fingerprint check, state and county checks). A criminal background check involves a 10-year inquiry for any location where the individual has resided, worked or gone to school within the United States or its territories. As a result of this limitation, the criminal background checks of individuals who have not resided in the United States or its territories for the preceding 5-years may not be considered complete. The Inspection Service may be able to process inquiries for U.S. Citizens only, but only if their time spent out of the country was spent as: a trailing spouse or dependent of someone working for the U.S. government (military or civilian), a missionary, a student attending school in a foreign country, a Peace Corps participant, or as an employee of a U.S.-based employer/company. If the Inspection Service is unable to perform a complete background check because of residency outside the United States, such individuals will be ineligible for Postal employment.

### *Functional Purpose*

Supervises bargaining unit employees providing retail and/or delivery services at a Postal facility.

DUTIES AND RESPONSIBILITIES

1. Supervises city and/or rural delivery operations. Monitors clerks and carriers in the sorting and delivery of mail to ensure adherence to applicable service standards. Conducts mail counts route inspections and route evaluations.
2. Supervises retail window services. Monitors bargaining unit employee interactions to ensure a positive customer experience. Interacts with customers to provide services and respond to inquiries. Monitors retail stock, equipment and supplies to maintain established thresholds, working with lead clerks and ensuring adherence to applicable Postal policies and procedures.

3. Coordinates work operations across multiple functional areas, including retail, delivery, logistics and mail processing. Maintains constant communications and builds relationships with diverse groups to coordinate work and foster a positive work environment.
4. Supervises bargaining unit employees and assigns work to maximize operational efficiency. Provides training and monitors performance. Ensures overtime usage adheres to applicable local and national contractual agreements and Postal policy. Conducts daily team meetings and stand-up talks with employees. Investigates grievances and responds to inquiries from union representatives.
5. Manages employee attendance and reinforces attendance control policies, to ensure accurate timekeeping and adherence to Postal policies and procedures.
6. Uses delivery reports to identify and resolve deficiencies, such as mail condition reports, scanning integrity, and delivery compliance. Provides regular status reports to leadership.
7. Monitors employees and the workplace to ensure safe and efficient work practices. Identifies safety and health hazards and takes action to resolve issues in a timely manner. Enforces zero tolerance policy for workplace violence and ensures threat assessment procedures are in place.

SUPERVISION

Postmaster or Manager, Customer Services, or designated unit manager.

The United States Postal Service has the following excellent and challenging employment opportunity for highly motivated and innovative individuals. Successful candidates must demonstrate through a combination of education, training, and experience the following requirements:

***Requirements***

1. Ability to communicate orally and in writing to facilitate individual and group discussions, set work expectations, coordinate work, and document events such as customer responses, grievances, and accident investigations.
2. Knowledge of delivery operations, policies and procedures, including route evaluations, delivery services, mail dispatch and delivery, sufficient to explain to others and answer questions about the operation.
3. Knowledge of retail window operations, policies and procedures, including window services, retail supplies and equipment, sufficient to explain to others and answer questions about the operation.
4. Knowledge of the provisions of local and national bargaining unit agreements related to retail and delivery operations, including job bidding, overtime and grievance arbitration, sufficient to recognize and reinforce actions that facilitate compliance.
5. Ability to investigate, troubleshoot and respond to customer inquiries related to retail and delivery products and services.
6. Knowledge of Postal policies and procedures related to scheduling, leave usage and time and attendance sufficient to recognize and reinforce actions that facilitate compliance.
7. Skill using computers sufficient to access data and generate reports.
8. Ability to read and interpret data reports and perform basic math computations sufficient to understand and explain how the reports relate to day-to-day operations.
9. Ability to maintain composure, de-escalate potentially contentious situations and foster positive work relationships in the midst of stressful conditions, disagreements and interpersonal conflicts.
10. Ability to adhere to applicable safety and health policies and practices and recognize potential safety issues sufficient to identify and reinforce actions to mitigate risks.

Qualified applicants must successfully pass a pre-employment drug screening to meet the U.S. Postal Service's requirement to be drug free. Applicants must also be a U.S. citizen or have permanent resident alien status.

IMPORTANT INFORMATION:

Applications must be submitted by 11:59 p.m., Central Time, of the posting's closing date. Applicants claiming veterans' preference must attach a copy of member copy 4 (only) of Certificate of Release or Discharge from Active Duty (DD Form 214) or other proof of eligibility if claiming 10-point veterans' preference. The United States Postal Service (USPS) is an

equal opportunity employer. The USPS provides reasonable accommodation for any part of the application, interview, and/or selection process, please make your request to the examiner, selecting official or local manager of Human Resources. This request can also be made by someone on your behalf. Explain the nature of your limitations and the accommodation needed. The decision on granting reasonable accommodation will be on a case-by-case basis.

The Fair Chance to Compete for Jobs Act of 2019 (Fair Chance Act) prohibits the Postal Service from inquiring into the criminal history of applicants before a conditional offer of employment has been made and sets out penalties for individual employees who violate the law. An applicant who feels their rights under this federal law have been violated has 30 days from the date of the alleged violation to file a complaint with the Postal Service at FairChanceActSupport@usps.gov. Further information can be found at www.usps.com.

SPECIAL NOTE: Current career Postal Service employees are ineligible to apply to this posting.