

Delivery/Sales Services & Distribution Associate

Occ code: 23xx-xxxx PS-06

FUNCTIONAL PURPOSE

Performs distribution and a variety of sales and customer support services for products. Delivers and collects mail on foot or by vehicle under varying conditions in any area.

DUTIES AND RESPONSIBILITIES

Performs a variety of sales and customer services at a retail window. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.

Provides sales and customer service support by greeting customers and explaining store layout. Promotes products based on customer needs and provides additional information about product features, incentives, and services to the public.

Maintains appearance of retail area by setting up, arranging, and replenishing displays, selling areas, work stations, storage areas and merchandise racks. Checks and sets post office stamp-vending machines and postage meters.

Conducts product inventories by counting items on hand. Verifies and records sales floor inventory; brings inventory discrepancies and reports to the attention of the appropriate supervisor.

Delivers and collects mail on foot or by vehicle under varying conditions in any area; maintains pleasant and effective public relations with customers and others.

Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station. NOTE: Distribution is defined as the sorting of mail to carrier routes, cities, states, foreign countries, post office boxes, or other separations; and may require knowledge of a distribution scheme.

Reports all unusual incidents or conditions relating to mail delivery to supervisor, including conditions of mail boxes and other mail receptacles. Check hotels and other establishments to ensure that mail for residents which is undeliverable as addressed is not improperly held, and/or delivers stamps or other supplies to contractor carrier stations.

Follows established safe work methods, procedures and safety precautions while performing all duties. Adheres to established policies and procedures by exercising good judgment when determining when to leave mail or leave a notice and return mail to post office for customer pick-up.

SUPERVISION

Supervisor of unit to which assigned

SELECTION METHOD

Senior qualified

BARGAINING UNIT

Clerk

QUALIFICATIONS

Computer Based Exam

BARGAINING UNIT QUALIFICATION STANDARD

(2320-XXXX) DELIVERY/SALES SERVICES & DISTRIBUTION ASSOCIATE

DOCUMENT DATE: TBD

FUNCTION:

Performs a variety of sales and customer support services for products. Delivers and collects mail on foot or by vehicle under varying conditions in any area; maintains pleasant and effective public relations with customers and others; requires a general familiarity with postal laws, regulations, and procedures commonly used, and with the geography of the city.

DESCRIPTION OF WORK:

See the Standard Position Description for the Occupation Code given above.

KNOWLEDGE, SKILL, and ABILITY REQUIREMENTS:

This section is composed of Knowledge, Skills, Abilities (KSAs) that are required to satisfactorily perform the tasks of the position. Individuals 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. Successful completion of the applicable testing procedure(s) is sufficient to demonstrate at least minimum competency to perform these tasks satisfactorily. In certain circumstances, applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Failure to demonstrate any KSA is disqualifying.

Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as responding appropriately to changing conditions or unique customer or coworker situations.

Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.

Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.

Ability to work independently refers to following either spoken or written instructions or directions, multitasking and organizing time effectively to perform work assignments, either with or without direct supervision.

Ability to reference, comprehend and use information refers to gathering information from both oral and written sources, retaining it for future use, providing it in response to request (e.g., on forms), and using it to identify the appropriate course of action to resolve a situation based upon postal laws, regulations, and current procedures.

Demonstrating conscientiousness and initiative refers to taking care in performing work assignments and working toward task completion.

Ability to safely perform the duties common to the position.

Applicants must have a valid states driver's license, and demonstrate and maintain a safe driving record.

EXAMINATION REQUIREMENTS:

Individuals 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

TRAINING EXAMINATION REQUIREMENTS:

Individuals who qualify and are selected under this standard will be required to complete prescribed training satisfactorily to demonstrate possession, through testing and/or practical demonstration, each of the knowledge, skills and abilities covered at the level required by the job. Failure to demonstrate any KSA is disqualifying. The following KSAs are covered by this prescribed training:

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions.
2. Ability to interact with a variety of customers to gather information, evaluate service needs and respond appropriately to unique customer situations.
3. Ability to identify and analyze problems by gathering information from both oral and written sources and developing an appropriate course of action to resolve the situation.
4. Ability to exercise courtesy and self-control in providing appropriate customer service to accomplish established goals of the functional area.
5. 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.
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. Knowledge of postal products and services including appropriate Postal regulations regarding mail

service (e.g., domestic and international mail requirements, classes of mail).

PHYSICAL REQUIREMENTS:

Applicants and employees offered this job must be determined medically suitable to perform the functions of the position with or without reasonable accommodation.

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.

Delivery/Sales Services & Distribution Associates must work an assigned tour and days of work.

Delivery/Sales Services & Distribution Associates must follow Postal Service policies and procedures for personal conduct at work, including adhering to rules and regulations.

Delivery/Sales Services & Distribution Associate 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.

9/28/2011