
SALES AND SERVICES ASSOCIATE, PS-05

FUNCTIONAL PURPOSE

Performs a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

DUTIES AND RESPONSIBILITIES

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products and services and may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides special assistance; and answers customer inquiries when needed.
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of store by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications, computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office stamp-vending machines and postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
10. In addition, may assign and clear accountable items and distribute mail as required.

SUPERVISION

Supervisor, Customer Services, or other supervisor/designee.

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STD POSITION DESCRIPTION

U. S. Postal Service

SALES AND SERVICES ASSOCIATE, PS-05

SELECTION METHOD

(Continued from Previous Page)

BARGAINING UNIT

CLERK

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Document Date: 09-21-99

Occupation Code: 2320-0001

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BARGAINING UNIT QUALIFICATION STANDARD
2320c
(2320-0001) SALES AND SERVICES ASSOCIATE--LEVEL 5

DOCUMENT DATE: September 1, 2000

FUNCTION:

Performs a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

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. 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. 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 work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as analyzing and responding appropriately to unique customer or coworker situations. This includes exercising courtesy and self-control to provide good appropriate customer service in order to accomplish established goals of the functional area.
3. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.
4. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.
5. 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.
6. 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.
7. 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.
8. 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.
9. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

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. Sequencing of examinations is as follows:

To be declared the senior bidder (or applicant in training) and begin training, the bidder (applicant) must successfully complete:

Test 470, Configuration 1

TRAINING REQUIREMENTS:

Applicants who qualify and are selected under this standard will be required to complete prescribed training satisfactorily.

PHYSICAL REQUIREMENTS:

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

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SALES, SERVICES AND DISTRIBUTION ASSOCIATE, PS-05

FUNCTIONAL PURPOSE

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

DUTIES AND RESPONSIBILITIES

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products and services and may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides special assistance; and answers customer inquiries when needed.
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of store by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications, computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office stamp-vending machines and postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
10. In addition, may assign and clear accountable items.
11. 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.

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SALES, SERVICES AND DISTRIBUTION ASSOCIATE, PS-05

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12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.
 13. May perform additional duties such as: maintain records of mails; face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

SUPERVISION

Supervisor, Customer Services, or other supervisor/designee.

SELECTION METHOD

BARGAINING UNIT

CLERK

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Document Date: 09-21-99

SPD Number: SP-2001

Occupation Code: 2320-0003

BARGAINING UNIT QUALIFICATION STANDARD
2320d
(2320-0003) SALES, SERVICES AND DISTRIBUTION ASSOCIATE--LEVEL 5

DOCUMENT DATE: September 1, 2000

FUNCTION:

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

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 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 work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as analyzing and responding appropriately to unique customer or coworker situations. This includes exercising courtesy and self-control to provide good appropriate customer service in order to accomplish established goals of the functional area.
3. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.
4. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.
5. 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.
6. 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.
7. 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.
8. 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.
9. Ability to safely perform the duties common to the position.

EXAMINATION REQUIREMENTS:

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. Sequencing of examinations is as follows: To be declared the senior bidder (or applicant in training) and begin training, the bidder (applicant) must successfully complete:

Test 470, Configuration 1

TRAINING REQUIREMENTS:

Applicants who qualify and are selected under this standard will be required to complete prescribed training satisfactorily.

PHYSICAL REQUIREMENTS:

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

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LEAD SALES & SERVICES ASSOCIATE, PS-06

FUNCTIONAL PURPOSE

Performs a variety of sales and customer support services for products including stamps, stamped paper, postal cards, philatelic products, and special promotional items; with or without direct supervision. May work alone or provide technical direction to one or more clerks assigned to sales activities, and reviews their work for accuracy.

DUTIES AND RESPONSIBILITIES

1. Maintains a comprehensive working knowledge of regulations ruling, policy, and procedures relating to all phases of retail services. Provides technical guidance to retail employees assigned to the unit, informing them of changes or clarifications in policies, procedures, operations or regulations.
2. Forecasts and maintains a separate stamped inventory to fill requisitions submitted by unit clerks.
3. Prepares daily consolidated funds under local bank deposit procedure; prepares and maintains unit accounting records of retail activities.
4. Conducts or witnesses transfers of fixed credits between employees as required, assisting in the physical count of stock. Reviews fixed credits periodically and recommends adjustments if necessary. Examines and insures the integrity of security containers assigned to employees for the storing of their fixed credit and reports lack of conformity with security regulations.
5. Maintains an adequate supply of materials required for the operation of a retail unit.
6. Accepts and verifies applications for redeemed stamps and stamped paper. Prepares and submits necessary stock for destruction.
7. In accordance with the directives of the supervisory presence, plans, directs, organizes and monitors retail related programs/projects and the work of people to meet unit goals, including coordinating and scheduling work hours. Supplies leadership necessary to secure a customer friendly environment, encourages professional appearance and work habits to accomplish effective and pleasant customer relationships.

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Document Date: 09-20-99

Occupation Code: 2320-0004

LEAD SALES & SERVICES ASSOCIATE, PS-06

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8. Instructs and advises individual employees in correct financial and retail sales procedures.
 9. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products and services and may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
 10. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides special assistance; and answers customer inquiries when needed.
 11. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
 12. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
 13. Maintains appearance of store by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers.
 14. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
 15. May verify presort and bulk mailings of all classifications; computing and maintaining on a current basis mailers' credit balances.
 16. Checks and sets post office stamp-vending machines and postage meters.
 17. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.

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LEAD SALES & SERVICES ASSOCIATE, PS-06

18. In addition, may ^(Continued from Previous Page) assign and clear accountable items and distribute mail as required.

SUPERVISION

Supervisor, Customer Services, or other designated supervisor.

SELECTION METHOD

BARGAINING UNIT

CLERK

(End of Document)

Document Date: 09-20-99

Occupation Code: 2320-0004

BARGAINING UNIT QUALIFICATION STANDARD
2320e
(2320-0004) LEAD SALES AND SERVICES ASSOCIATE—LEVEL 8

DOCUMENT DATE: June 30, 2001

FUNCTION:

Performs a variety of sales and customer support services for products including stamps, stamped paper, postal cards, philatelic products, and special promotional items; with or without direct supervision. May work alone or provide technical direction to one or more clerks assigned to sales activities, and reviews their work for accuracy.

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 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 work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as analyzing and responding appropriately to unique customer or coworker situations. This includes exercising courtesy and self-control to provide good appropriate customer service in order to accomplish established goals of the functional area.
3. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.
4. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.
5. 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.
6. 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.
7. 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.
8. Ability to coordinate, sufficient to open, run and close a retail postal outlet. Includes planning and organizing the work of a small group of employees to achieve unit goals.
9. 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.

10. Ability to safely perform the duties common to the position.

EXPERIENCE REQUIREMENTS:

Applicants must have a minimum of one year of experience in a window position (window clerk, distribution and window clerk, distribution, window and markup clerk, sales and services associate, sales, services and associate) providing a comprehensive knowledge of postal regulations, rulings, policy, and procedures relating to window work. This experience must have demonstrated the applicant's ability to give clear and concise instructions to other employees and to work independently.

EXAMINATION REQUIREMENTS:

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. Sequencing of examinations is as follows:

To be declared the senior bidder (or applicant in training) and begin training, the bidder (applicant) must successfully complete: Test 470, Configuration 1.

TRAINING REQUIREMENTS:

Applicants who qualify and are selected under this standard will be required to complete prescribed training satisfactorily.

PHYSICAL REQUIREMENTS:

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

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