

STD JOB DESCRIPTION

U.S.Postal Service

COMPLAINTS & INQUIRY CLK (P7-07)
OCCUPATION CODE: 2345-23XX

FUNCTIONAL PURPOSE:

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.

DUTIES AND RESPONSIBILITIES:

1. Accepts and reviews telephone, written, or in-person customer complaints regarding alleged service irregularities or employee conduct. Assembles all pertinent existing data and determines type of inquiry required.
2. Institutes necessary action to develop case analysis or investigation. Visits areas and confers with individuals involved, gathering and developing additional information pertaining to investigation.
3. Develops all pertinent facts for analysis as to what corrective action is to be taken. Presents analysis and recommendations to supervisor and employees involved in order to preclude a recurrence of a complaint.
4. Prepares correspondence to complaints and inquiries after investigation and complete information has been obtained.
5. Contacts customers in order to resolve complaints.
6. Reports unusual or repetitive complaints which indicate development of a trend; prepares and submits weekly and quarterly complaint summations and analysis of the data along with recommendations for improvement in service.
7. Performs other job related tasks in support of primary duties.

SUPERVISION:

Supervisor of unit to which assigned.

SELECTION METHOD:

Best Qualified

BARGAINING UNIT:

CLERK

KEY POSITION REFERENCE:

KP-0017

Doc Date: 11/02/1994**Occ Code: 2345-23XX**

QUALIFICATIONS

U.S.Postal Service

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BARGAINING UNIT QUALIFICATION STANDARD2345j
(2345-23XX)**COMPLAINTS AND INQUIRY CLERK****DOCUMENT DATE:** June 14, 2013**FUNCTION:**

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.

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.

Knowledge of mailing requirements and service standards.

Ability to maintain records and prepare reports and correspondence.

Ability to plan and execute work activities without direct supervision, accomplishing tasks to meet deadlines.

Ability to work cooperatively and interact positively with customers and co-workers, exercising courtesy, discretion, and self-control.

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.

PHYSICAL REQUIREMENTS:

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

Doc Date: 01/01/2014**Occ Code: 2345-23XX**