

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST PANAMA	2. AGENCY IPC/DPMU	3a. POSITION NO. A55131
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. Yes No

4. REASON FOR SUBMISSION

a. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)

b. New Position

c. Other (explain) Recruitment Process

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	DPMU SUPERVISOR, 130	FSN-8, FP-6	MM	09/25/09
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Diplomatic Pouch and Mail Unit Supervisor	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION US EMBASSY	a. First Subdivision INFORMATION MANAGEMENT OFFICE
b. Second Subdivision DPMU	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Employee Date(mm-dd-yy) </div>	10. This is a complete and accurate description of the duties and responsibilities of this position. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Local Supervisor Date(mm-dd-yy) </div>
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of American Supervisor Date(mm-dd-yy) </div>	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Human Resources Officer Date(mm-dd-yy) </div>
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13. BASIC FUNCTION OF POSITION Incumbent is responsible for the management of the Diplomatic Pouch and Mail Unit (DPMU) serving the embassy and all associated agencies. Maintains custody of USPS, DOS, and capital equipment. Supervisor is also responsible for training DPMU Clerk's and customers on how to use Click N' Ship. Supervises five mail clerks and one DPMU Team Leader.

14. MAJOR DUTIES AND RESPONSIBILITIES **30 % OF TIME**

1. Manages the daily operations of the DPMU including scheduling and transport, screening, sorting, and distribution of all official and personal mail. Ensures that mail personnel are trained and familiar with mail handling procedures as well as all security directives and policies. Provides guidance to customers on mailing options and serves as an interface with DPM and the DPM Miami gateway. (Continue on blank sheet)

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: At least 2 years of College is required.
- b. Prior Work Experience: Two (2) years prior Postal supervisory experience required. Three (3) years of managerial experience in postal management is required.
- c. Post Entry Training: Postal Supervisory Training. The successful candidate must complete these courses within one year from entry on duty. (Web based Postal Education and Training Course: PA-360 Introduction to supply chain management. FSI online: PS-360 ILMS outbound pouch processing; PS-361 ILMS inbound pouch processing. During one year probationary period must become familiar with US postal regulations and 5 and 14 FAMs.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):
Level 4: Fluent Speaking/Reading/Writing English is required. Level 4: Fluent Speaking/Reading/Writing Spanish is required.
- e. Job Knowledge: Must be knowledgeable of Postal Regulations and the mission of the Post Office. Extensive and comprehensive knowledge of the DPO's mission, purpose, function, procedure and logistical system is required. The position requires a broad background and knowledge of methods and developments of all areas of postal operations to include the USPS domestic mail system, the international mail system, and the military postal service system. Must be knowledgeable on how DPO function interrelates with Postal and Customs operations of the host country and other International Postal Agencies. Must have extensive knowledge of Military and USPS accounting policies and procedures. Must be familiar with postal investigative processes on violations of postal operations and financial laws, rules and regulations. Must possess basic knowledge of Microsoft Suite to provide Monthly Transit Time Reports, Daily Dispatch Schedule, Monthly Mail Volume Spreadsheet, Customer Locator File and Supply Requisitions.
- f. Skills and Abilities: Must have the ability to interpret DOS, DOD, United States Postal Service (USPS), Military Postal Service Agency (MPSA) Joint Military Postal Activity-New York (JMPANY) and other directives and policies that directly impact the operations of postal facilities. Must be able to provide postal training to post office employees, and mailroom staff of agencies receiving mail services at the DPO. Must be able to perform duties as mail clerk when required and lift up to 70 lbs.

16. POSITION ELEMENTS

- a. Supervision Received: Operates under the direction of the Information Programs Officer.
- b. Supervision Exercised: Supervises five postal clerks and one DPMU Team Leader.
- c. Available Guidelines: 5 FAM for pouch and mail, DoD 4525.6-M (DoD Mail Manual), DOD 4525.6-I-1 (DoD Military Post Office Location Listing) DoD 4525.6-L-2 (DoD Military Post Office Mail Distribution Scheme), DoD 4525.6-STD ,DoD 4525.6-H, DoD 4525.6-C Unysis III Integrated Retail Terminal Supervisors Handbook, USPS DMM 86, USPS Handbook T-7, Publication 52 Hazardous, Restricted, and Perishable Mail, 14 FAM 700, Diplomatic Security directives and policies on Diplomatic Pouch operations.
- d. Exercise of Judgment: The complexity and variety of the mail transactions involved in servicing post requires the application of considerable judgment in the application of regulations and instructions to specific situations. Considerable tact and diplomacy are involved in contacts with embassy and associated agency officials and employees when explaining mail handling procedures and resolving problems related thereto, and in contacts with DPM and DPO gateway managers.
- e. Authority to Make Commitments: Authorized to make scheduling commitments for mail dispatches with servicing airlines.
- f. Nature, Level, and Purpose of Contacts: Meets with Managers of U.S. Passenger and Cargo Airlines to plan mail movement and discuss mail transportation issues. With Airport Security Managers to ensure that the mail dispatch conforms to the Airline standards for acceptable matter on their aircraft. Panama Postal Managers to coordinate the delivery/receipt of mail or Panama Customs issues on mail destined to DPO customers. Meets with Panama Postal Inspectors during any postal investigation.

g. Time Expected to Reach Full Performance Level: 1 year required.

Continuation

14. Major duties and responsibilities

2. Supervises DPO and DPM customer window services: Assesses patron's eligibility to use the DPO. Provides authorized DPO patrons with information at time of mailing about different rates by USPS rate category, USPS extra services, US Customs information, and proper packaging. Ensures that patrons are not sending hazardous or restricted material. Assesses postage based on weight, size, postal zone and service level desired by patron. Operates USPS scale. Postmarks and cancels US Postage affixed to mailings. Affixes proper customs forms and provision of cash and extra services receipts to patrons. Accepts and postmarks official mailings and balloting/voting material. Resolves patron's USPS Insured mail claims and complaints. **20% of**

time.

3. Supervises the makeup and dispatch of DPO mail and Unclassified pouch correspondence: This includes; the placement of DPO mail in mail transportation equipment and unclassified pouch correspondence in pouch bags. The affixing of proper barcode slide labels, flight tags, special mail category tags and anti-pilferage seals. The weighing of the prepared DPO mail and Unclassified pouches. The preparation of the daily Diplomatic Mail Manifest and the unclassified pouch ILMS. The provision of DPM escorts for DPO Mail and unclassified pouches during transport to the international airport. The tendering of DPO mail and unclassified pouches to International air carriers for transport to the US. Enters the daily dispatch data into the Automated Military Postal Service (AMPS) server, for tracking and timely payments to air carriers. Assesses air carrier performance, conducts meetings with air carriers and recommends changes to resolve transportation issues.

15% of time

4. Supervises receipt, threat screening, break-down, and distribution of incoming DPO mail, Unclassified pouch correspondence, and local delivery mail: This includes; The receipt of DPO mail from air carriers and the processing of Unclassified pouches through local customs. The provision of DPM escort of incoming DPO mail and Unclassified pouches during transport from airport to mission. The initial mail threat screening in personal protective equipment. The screening of DPO and local delivery mail for explosives using Ion scan explosive detector and x-ray machine. The removal of mail from mail transport equipment and the sorting of mail by box number, unit number and name. The logging of accountable mail and the use of ILMS to scan and track pouch items. The distribution of mail to authorized DPO patrons and embassy offices through mail receptacles. The forwarding of mail, directing mis-sent and insufficiently addressed mail, properly handling non-deliverable as addressed mail by USPS rate category. Ensures all DPO mail and Unclassified pouch correspondence is properly safeguarded against loss or theft while in DPM/DPO custody. Assigns locking mail receptacles to DPO users.

15% of time

5. Custodian of USPS and DOS equipment, supplies and forms: Provides custody and safeguarding of USPS and DOS capital equipment, supplies and forms. Order capital equipment to meet the DPO and Unclassified mailroom needs. Perform routine maintenance on and calibration of Ion scan explosive detector. Performs updates on USPS Integrated Retail Terminal system and calibration of scales. Sets USPS and DOS supply levels based on need. Controls the issuing of supplies and forms to postal clerks and DPO patrons. Re-orders and stocks USPS and DOS supplies and forms. Conduct inventories of capital equipment, supplies and forms.

10% of time

6. Maintains required USPS and DOS directives, manuals, publications and files: Ensures required directives, manuals and publications are on hand, updated and available for DPM/DPO and patron use. Maintains and safeguarding USPS and DOS records and files for the required periods. Properly destroys sensitive USPS and DOS records and files. Properly replies to requests from agencies and individuals for information contained in DPO files and records according to U.S. laws, and USPS and DOS regulations. Prepare various reports in support of mail operations such as the AV-7 report, missing mail report, box holder report, pouch dispatch report, monthly ICASS report and other reports as required. Maintain several databases in support of mail operations.

10% of time