

## INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

<b>1. POST</b> PANAMA	<b>2. AGENCY</b> STATE	<b>3a. POSITION NO.</b> A55133
--------------------------	---------------------------	-----------------------------------

**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.**     Yes 4 ( A55127, N55128, A55130, A55132)     No

**4. REASON FOR SUBMISSION**

- a. Reclassification of duties: This position replaces  
 Position No.   N55001  ,   Mailroom Supervisor   (Title)   130   (Series)   FSN5   (Grade)
- b. New Position
- c. Other (explain)   To Update Language and Skills & Abilities. (Updated 3/21/2014)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority HRO	Mail Clerk-130	FSN-4	TO	4/17/2013
b. Other				
c. Proposed by Initiating Office IPO	Mail Clerk-130	FSN-3		

<b>6. POST TITLE POSITION (if different from official title)</b> Mail Clerk	<b>7. NAME OF EMPLOYEE</b> Vacant
--	--------------------------------------

<b>8. OFFICE/SECTION</b> Management Section	a. First Subdivision Information Management Office
b. Second Subdivision Information Program Center/DPMU	c. Third Subdivision

<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>	<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>
_____ Typed Name and Signature of Employee      Date(mm-dd-yy)	_____ Typed Name and Signature of Local Supervisor      Date(mm-dd-yy)

<b>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.</b>	<b>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.</b>
_____ Typed Name and Signature of American Supervisor      Date(mm-dd-yy)	_____ Typed Name and Signature of Human Resources Officer      Date(mm-dd-yy)

**13. BASIC FUNCTION OF POSITION**  
 The incumbent performs a variety of tasks associated with postal operations in a Diplomatic Post Office and Unclassified Mail and Pouch Facility to include pickup, delivery, processing, security screening, and distribution of personal and official mail. Mail facility duties also include the associated clerical and financial transactions necessary to receive and dispatch mail and pouches.

**14. MAJOR DUTIES AND RESPONSIBILITIES** **20% OF TIME**  
 As required, operate vehicles capable of carrying loads of up to 1 and ½ tons to transport mail. Load and unload mailbags, trays and outside pieces by hand and by assistance of conveyor belts where available, from conveyance at the Air Terminal's cargo facility to and from the mail vehicle. Unload vehicle at the mail facility; Responsible for the control of seals, locks and keys that secure the mail truck. Exercise caution in preventing overloading and securing mail to prevent damage or loss in transit. Perform operator level maintenance and wash vehicle in compliance with established GSO policies. Conduct screening of all mail in accordance with established Diplomatic Security policies to minimize threats from hazardous

devices or contaminants.

**(continue on blank sheet)**

**15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education:  
High School diploma.
- b. Prior Work Experience:  
One year of postal or mail handling experience in a Postal Office is required.
- c. Post Entry Training:  
None. During probationary period, incumbent must take Postal Operations Training, Postal cashier training, Post Office Locator/Directory Software Training, Mail & Distribution Training, Postal Supply Control/Inventory Training, Safe Lifting Techniques Training and Universal Postal Union Dangerous Goods Training. Also, incumbent will receive on-the-job training to become familiar with the different offices/agencies and functional areas within the Mission.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):  
Level II (Limited Knowledge) Speaking/Reading English is required. Level II (Limited Knowledge) Speaking/Reading Spanish is required.
- e. Job Knowledges:  
Must have basic knowledge of Microsoft Word and Microsoft Excel. Must learn through on the job training to use computerized programs such as the Mail Handler Database, the Automated Military Postal System (AMPS), the ILMS Diplomatic Pouch and Mail system, the SelectTrak (Barcode Tracking System), and the DPMU Locator and Mail Forwarding Services database. Must be able to operate postage meters. Must be familiar with main and alternate routes between the U.S. Embassy and the Tocumen International Airport for transporting mail. Must have knowledge of lifting techniques. Basic knowledge to operate, isolate and trouble shoot minor repairs in reproduction equipment. Must be able to operate a Binding Machine. Basic knowledge of automotive mechanics is required (change a flat tire, etc.). Basic knowledge of sorting schemes for the distribution of mail, phone bills and newspapers is required. Must be familiar with the preparation of AMPS AV-7s (Aircraft Flight Manifest for the consignment of mail). Must be familiar with mail screening methods to detect contraband, hazardous devices or contaminants.
- f. Skills, and Abilities:  
Must be able to lift and handle packages (up to 70 lbs). Must possess a valid Panamanian commercial driver's license and a good driving record. Must be able to drive both manual and automatic transmission trucks. Must possess good telephone and interpersonal skills. Must have good interpersonal and customer service skills.

**16. POSITION ELEMENTS**

- a. Supervision Received:  
Directly supervised by the DPMU Supervisor.
- b. Supervision Exercised:  
None
- c. Available Guidelines:  
United States Post Office Postal Manuals and Directives, Diplomatic Mail and Pouch Directives and Polices, and local DPO Standard Operating Procedures.

- d. Exercise of Judgment:  
Must exercise independent judgement and initiative in making technical and administrative decisions as to mail handling, processing, transportation and documentation. Unique problems must be consulted with DPMU supervisor. Take appropriate action if a threat or contaminant is encountered.
- e. Authority to Make Commitments:  
None
- f. Nature, Level, and Purpose of Contacts:  
Airline personnel and Panama postal workers for the purpose of dispatching and receiving mail. American Embassy employees and dependents entitled to use of DPO and Veterans entitled to use APO services.
- g. Time Expected to Reach Full Performance Level: One year.

## 14. Major Duties and Responsibilities

### 30% of time

Sort incoming parcels and letter mail. Screen mail for contraband, hazardous devices or contaminants. Scan the label of each mail bag or outside parcel and enter tracking information into the Automated Military Postal System (AMPS) database to provide transport time information to the United States Postal Service (USPS). Sort mail by category and scan each piece of mail into AMPS to provide tracking information to USPS. Scan each piece of mail into the Mail Handler Database to notify customers on the arrival of parcels, identify their location and document the delivery of each item. Deliver and distribute mail and notices to receptacles, authorized customers or designated office mail clerks, following established procedures. Apply SelectTrak IMB (Intelligent Mail Barcodes) to each outgoing First Class letter, flat, periodical, printed matter and reply mail. Scan the information into the USPS SelectTrack database for sorting, tracking, address correction purposes and to determine transit time and delivery date. Prepare reports using Microsoft Excel such as Daily report of Missent Parcel, Courier Deliveries received at the Service CAC, daily accounting of Missing Newspapers, PS Forms 3883 for delivery of mail to agencies, DD Form 1372 for delivery of mail to Air Carriers.

### 30% of time

Provide window services to postal patrons. Operate postage meters and provide information on Pouch, DPO and USPS mail policies. Accept and distribute official and personal mail. Inspect, sort and transport various types of mail. Prepare USPS Forms 3849 and 3907 (Individual Deliveries) and 3883 Firm Deliveries) to document the delivery of accountable mail pieces. Postal clerk is responsible for reporting the loss, theft, or rifling of mail to proper authorities. Must document and report any other postal incident. Apply mail classification and rates to various classes of mail, including special categories and mixed classes of domestic and international mail. Sort and sack outgoing parcels and letter mail. Inspect mail for contraband, hazardous devices or contaminants. Scan the barcode of each mail item into the Automated Military Postal System (AMPS) database to provide tracking and transport time information to the United States Postal Service (USPS). Postal clerk must be knowledgeable on Domestic and International mail restrictions, as well as regulations dealing with hazardous, restricted, and perishable materials. Clerk is responsible for the makeup and distribution of outgoing mail to include monitoring mail distribution schemes. Responsible for Messenger delivery service at service CAC, must inspect items being accepted for signs of hazards with the use of an X-Ray Machine and through physical screening. Prepare dispatches of outgoing official mail through ILMS and receive, document and deliver incoming official mail through ILMS. Monitor DPM and notify customers of parcels rejected by Pouch Headquarters. Coordinate incoming and outgoing courier dispatches such as DHL, FedEx, UPS and Mailboxes Etc. to and from the U.S. Embassy. Prepare Cash Advance Requests for Mail Truck tolls whenever necessary. Requisition supplies through eServices.

**20% of time**

Maintain working sets of publications and directives. Assign receptacles to authorized customers. Perform minor maintenance of receptacles including the changing of combinations. Maintain a directory file, and process mail requiring address correction. Maintain mail operation files, documents, keys and equipment. Process AWOL mail, mail for deceased, refused mail, undeliverable and dead mail. Sort local newspapers daily through the use of a distribution list and deliver to offices in their designated official mail box. Perform other related duties as assigned. Deliver and receive mail twice weekly from the Panama Postal Distribution Center.

Responsible for retrieving mail from the U.S. Embassy's mail box located at the Panamanian Post Office in Panama City. Postal clerk must accomplish binding and reproduction requests sent to the mailroom through eServices.