

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 STATE	3a. POSITION NO. N55002
--------------------------	---------------------------	-----------------------------------

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) To Update Spanish Language Level. (Updated 10/2/2014)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority HRO	Mail Clerk-130	FSN-5	MM	8/12/09
b. Other				
c. Proposed by Initiating Office IPO	Mail Clerk-130	FSN-5		

6. POST TITLE POSITION (if different from official title) Diplomatic Pouch and Mail Team Leader	7. NAME OF EMPLOYEE
---	----------------------------

8. OFFICE/SECTION U.S. Embassy Panama	a. First Subdivision Management Section
b. Second Subdivision Information Management Office	c. Third Subdivision Information Program Center/DPMU

9. This is a complete and accurate description of the duties and responsibilities of my position.	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 Employee Date(mm-dd-yy) </div>	<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>

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.	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 American Supervisor Date(mm-dd-yy) </div>	<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>

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. Additionally, the incumbent backfills the DPMU Supervisor in his/her absence and provides guidance and administrative support with respect to daily activities and work schedules. Provides training to DPMU Clerk's and customers on how to use Click N' Ship.

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. Handle mail from conveyance at the AMT, air carrier or air cargo facility to vehicle; load and unload vehicle; operate mailbag equipment, locks and keys. 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:
Three years of postal or mail handling experience in a post 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 III (Good Working Knowledge) Speaking/Reading/Writing English is required. Level III (Good Working Knowledge) Speaking/Reading/Writing 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 utilize the Department's Time & Attendance system. 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 troubleshoot 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 driver's license (Type D) and a good driving record. Must be able to drive both manual and automatic transmission trucks. Must possess good telephone, interpersonal skills and customer service skills.

16. POSITION ELEMENTS

- a. Supervision Received:
Directly supervised by the DPMU Supervisor.
- b. Supervision Exercised:
Provides guidance to teammates on day-to-day work requirements. Provides DPMU supervisor with performance feedback on DPMU staff working in the mailroom and reprographics areas.
- 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

Process incoming parcels and letter mail for delivery to postal customers. Inspect mail for contraband and hazardous devices or contaminants. Deliver and distribute mail to receptacles, authorized customers or designated office mail clerks, following established procedures. Provide training and guidance to DPMU mail clerks and acts as DPMU supervisor in absence of DPMU supervisor. Provide guidance and assistance to Mail Clerks in the daily activities and operation of DPMU. Assists DPMU supervisor with administrative tasks as required. Request funding of up to \$5,000 to replenish franking machine when needed. Responsible for the labeling and distribution of personal "R Code" phone bills from Cable & Wireless for the Diplomatic Staff. Must complete a bi-Weekly Time and Attendance report for IPC, DPMU, TRSU and the Telephone Operators. Serves as back-up time keeper for ISC. Coordinates with the FAA and Tocumen Airport Security to schedule classified pouch trips. Responsible for \$500.00 petty cash fund as a designated sub-cashier.

30% of time

Provided 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. Perform other related duties as assigned. Clerk is responsible for the makeup and distribution of outgoing mail to include monitoring mail distribution schemes.