

PLEASE POST ON ALL BULLETIN BOARDS.

Posting dates 1/6/2024 – 1/15/2024.

This position is posted on an office-wide basis to all Career Employees in the Clerk Craft. Please see attached and distribute within the San Antonio Bid Cluster.

- This Complaints and Inquiry Clerk position is being posted office-wide to all Career Employees in the Clerk Craft
- The (5) KSA's that must be addressed on the 991 are located on the Qualifications attachment under Requirements
- Applicants must demonstrate verbal ability (Exam 720) and basic computer skills (Exam 718)
- Attached is the required PS Form 991 and the data collections sheet for your assistance

Work Schedule: 0700-1600-60L-Sa-SuS

VACANCY/BULLETIN: #01-BQV-24

DATE POSTED: January 6, 2024

DATE WITHDRAWN: January 15, 2024

DISTRIBUTION: DISTRICT, CSO, SAPO, SA P&DC, ANNEX, SA VMF, UNIONS

Thank you,

Ivonna M. Molina

Workforce Planning Specialist

US Postal Service - Texas 3 District

(210) 368-8396 Office

US POSTAL SERVICE
SAN ANTONIO, TX 78284-9998

OFFICE WIDE-BEST QUALIFIED VACANCY: COMPLAINTS AND INQUIRY CLERK, P7-07 (1 POSITION) #95851565

AS A RESULT OF IN-HOUSE POLLING OF COMPLAINTS & INQUIRY CLERKS, THE POSITION LISTED ON THE ATTACHED SHEET IS POSTED OFFICE-WIDE TO ALL **CAREER EMPLOYEES IN THE CLERK CRAFT**.

HOW TO APPLY: Employees must submit a completed PS Form 991 to Marketing Department, Attn: Manager Consumer Affairs Veronica A. White 1 Post Office Dr., San Antonio TX 78284-9998 to be received or postmarked no later than the closing date below. Round-dated stamps will not be accepted. USE PS FORM 991 DATED JUNE 2014, or later. Previous forms are obsolete. Incomplete, unsigned or incorrectly filled out Form 991's will not be considered. Remember, it is the sole responsibility of the applicant to ensure that their PS Form 991 is received timely and in accordance with instructions. If you have any questions, please call 210-368-1699, 8 a.m. to 5 p.m. Monday-Friday.

SPECIAL NOTE: **REQUIREMENTS (Knowledge, Skills & Abilities) MUST BE ADDRESSED INDIVIDUALLY ON PS FORM 991.** Incomplete, unsigned, or incorrectly filled out PS Forms 991 will not be considered. Applicants must demonstrate basic computer skills (Exam 718) and Verbal Ability (Exam 720). In order to determine if you are currently qualified for Postal Exams 718 and 720, you must submit a completed Data Collection Sheet along with your PS Form 991 by closing date. Applicants must have a safe driving record. The selected candidate will be asked to provide consent for a Motor Vehicle Record check. Physical and additional requirements must also be met by the applicant. These forms can be obtained from the Training Office or Local Services Office.

Employees applying for BEST QUALIFIED positions are notified of the intention to use information contained in official records available as of the closing date of this posting to determine qualifications. If available evidence of your qualifications is incomplete, you are responsible for providing us with the appropriate information to update your records prior to the closing date of this posting.

Work Schedule: 0700-1600-60L-Sa-SuS

Any employee temporarily disabled must provide medical certification within 10 days from the date of the award posting indicating that the employee will be able fully perform the duties of the bid position within six months of the bid. If the employee fails to provide such certification, the bid shall be disallowed. And if the assignment was awarded, the employee shall become an unencumbered employee; and the bid will be reposted. Under such circumstances, the employee shall not be eligible to re-bid the next posting of that assignment.

Additional duties as assigned by Supervisor.

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The USPS provides reasonable accommodations to qualified individuals with disabilities. If you need accommodations for any part of the application, bidding, interview, and selection process, please contact Human Resources Office at 210-368-8396. Reasonable accommodations will be granted on a case-by-case basis.

QUALIFICATIONS

U.S.Postal Service

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

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**

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**

Post No Changes ___ Revert ___ Take no Action ___ Post with Changes ___

Changes:

JOB ID/Position: 95812760 Vacated on: 09/09/2023 Vacated By: GERARDO WOLFE
 Occupation Code: 2345-23XX COMPLAINTS & INQUIRY CLK PS Type / PS Group: P7 / 07 Job: 00051321
 Posted Reason: Position Status: Posted Position Status: Craft: Clerk
 Cost Center: 487980 Employee Group/EG: Full Time Employee SubGroup: Clerks - NonHQ
 Installation: 00036718 SAN ANTONIO(TX) POST OFC - INSHD
 Organization: 01015460 CUSTOMER RELATIONS SUPORT Tour: TOUR II Day Shift
 ROUTE FACILITY DESC INSP DATE ADJ DT
 Route-1:
 Route-2:
 Route-3:
 Route-4:
 Route-5:
 Section: CONSUMER AFFR/CLAIMS Work Area-1:CONSUMER AFFAIRS Work Area-2:
 Work Schedule: 0700-1600-60L-Sa-SuS ** All schedules display 'service days' according to USPS policy.

Saturday			Sunday			Monday			Tuesday			Wednesday			Thursday			Friday		
From	To	Brk	From	To	Brk	From	To	Brk	From	To	Brk	From	To	Brk	From	To	Brk	From	To	Brk
OFF	OFF		OFF	OFF		07:00	16:00	60	07:00	16:00	60	07:00	16:00	60	07:00	16:00	60	07:00	16:00	60

LDC: 76
 JOB SLOT COMMENTS/Position Comments: ADDITIONAL DUTIES AS ASSIGNED BY SUPERVISOR
 CMS Job Slot ID: 1464664
 Qualifications: (LIC)VALID STATE DRIVER'S LICENSE | (CER)PASSENGER CAR

This application provides the evaluator a summary of your education, work experience, and capabilities that pertain to the vacant position to which you are applying. List your education or training and work experience in the spaces provided. Number your entries consecutively in the Reference No. columns, e.g., education or training 1-6, postal positions 7-10.

The vacancy announcement to which you are responding lists the job requirements. In this application, you provide your qualifications as they apply to those requirements. Your statement of qualification should include a demonstration of the required knowledge, skill, or ability. All of the requirements in the vacancy announcement should be addressed. If you do not address each requirement, you will have an incomplete application. This may cause you to be found unqualified.

Read each of the requirements listed on the vacancy announcement. Consider carefully your achievements which demonstrate the specified requirement. An achievement may be either a specific instance or sustained high performance over a period of time. These achievements may have occurred in all kinds of settings, e.g., paid work in the Postal Service or any other organization, volunteer work, education, training activities. For each requirement, try to give several examples of achievements that demonstrate you have the knowledge, skill, or ability being addressed. We recommend describing achievements by (1) telling of a situation or task which needed to be done; (2) stating what action you took; and (3) describing the result of that action. Be sure it is clear to the evaluator that:

1. What you are describing demonstrates the requirement.
2. The situation, action, and result are fully described.
3. You were in some way responsible for the result.
4. If you displayed initiative or innovation, you have shown this.

If your achievement was the acquisition of education or training, then your achievement description should indicate the following:

1. What you learned and how that learning relates to the knowledge, skill, or ability specified in the requirement.
2. Details or nature of the course, e.g., topics covered, level of complexity.
3. Evidence of the quality of your performance in the course, if available. Simply mentioning that you took a course will not show you gained any knowledge from it.
4. Any application of what you learned.

The content of your description is more important than your writing style. You must communicate to the evaluator how you have demonstrated the requirement. Be specific about what you did. Saying that you possess a requirement is not an adequate description.

When you write your achievement descriptions, you should assume that the evaluator does not know anything about you. After each achievement description, indicate the reference person(s) who could verify your achievements. Your supervisor may also be contacted to verify any work-related statements you write. Indicate for each achievement the reference number of your education or training, or work experience connected to your achievements.

Notes to Applicant

1. **This form is to be used when applying for duty assignments that require you to describe your knowledge, skills, and abilities as they apply to the vacancy.**
2. **Copy page 3, Statement of Qualifications, and use a separate page 3 for each requirement.**
3. **Do not attach transcripts or recommendations to this application.**
4. **After completing this form, fill in the "Requirements Page __ of __" item at the bottom right corner of each copy of page 3.**

THE LAW (39 U.S. CODE 1002) PROHIBITS POLITICAL AND CERTAIN OTHER RECOMMENDATIONS FOR APPOINTMENTS, PROMOTIONS, ASSIGNMENTS, TRANSFERS, OR DESIGNATIONS OF PERSONS IN THE POSTAL SERVICE. Statements relating solely to character and residence are permitted, but every other kind of statement or recommendation is prohibited unless it either is requested by the Postal Service and consists solely of an evaluation of the work performance, ability, aptitude, and general qualifications of an individual or is requested by a Government representative investigating the individual's loyalty, suitability, and character. Anyone who requests or solicits a prohibited statement or recommendation is subject to disqualification from the Postal Service and anyone in the Postal Service who accepts such a statement may be suspended or removed from office.

PRIVACY ACT STATEMENT

Your information will be used for consideration of employment, promotion or reassignment. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206. Providing the information is voluntary, but if not provided, you may not receive full consideration. We may only disclose your information as follows: in relevant legal proceedings; to law enforcement when the USPS or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities or individuals under contract with USPS; to entities authorized to perform audits; to labor organizations as required by law; to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; and to the Merit Systems Protection Board or Office of Special Counsel. For more information regarding our privacy policies, visit www.usps.com/privacypolicy.

WARNING: ANY PERSON WHO KNOWINGLY SUBMITS A FALSE STATEMENT TO THE POSTAL SERVICE MAY BE SUBJECT TO CRIMINAL AND/OR CIVIL PENALTIES.

Applicant Information

Name (Last, First, MI)		Title of Present Position		
Mailing Address		Name and Location of Employing Office		
Home Phone Number (Area Code)	Work Phone Number (Area Code/PEN)	Employee ID Number	Grade	Years of Service

Information About Vacant Position

Vacancy Announcement Number	Closing Date	Position Applied For	Grade
Name of Vacancy Office		Location of Vacancy Office	

Education/Training

Ref. No.	Date (Mo./Yr.)		Name of Educational Institution (Address Not Required)	Major Fields of Study	No. of Credits (Hours)		Type of Degree	Date
	From	To			Semester	Quarter		
			High School					
Ref. No.	From	To	Name of Postal or Other Training Facility	Course Name				

Postal Positions

List permanent positions first, then temporary/detail assignments of 30 or more consecutive days. List in reverse chronological order. Use additional space on page 2, if necessary.

Ref. No.	Date (Mo./Yr.)		Position Title	Name & Location of Organization	Grade
	From	To			
		Present			

Nonpostal Positions

List permanent positions first, then temporary/detail assignments of 30 or more consecutive days.
List in reverse chronological order. Use additional space below, if necessary.

Ref. No.	Date (Mo./Yr.)		Position Title	Grade or Salary	Name & Location of Organization
	From	To			

Use this additional space in completing Postal and Nonpostal Positions information. You may also use the space to list any special assignments, projects, civic and professional organizations, awards, honors, special skills, etc.

Application must be received at vacancy office by closing date.

I hereby certify that the foregoing information is true, complete, and accurate, to the best of my knowledge and belief.

Signature of Employee/Applicant	Date
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Statement of Qualifications	Name
Announcement Number	Position Applied For

Applicant position requirements are listed on the vacancy announcement. Enter the requirement in the space provided and explain your qualifications in reference to the requirement. It is recommended that you use a situation/task-action-result format to describe your qualifications.

APPLICANT - COPY THIS PAGE. USE ONE PAGE PER REQUIREMENT.

Requirement _____

Reference Number	Reference Name & Phone Number <i>(For use of evaluator & selector)</i>
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