

BEST QUALIFIED CLERK - CI&C CLERK, PS 07, VACANCY – JOB # 95780758

**CUSTOMER RELATIONS - CLAIMS AND INQUIRY CLERK
JOB # 95780758 -TEXAS 3 DISTRICT**

Open to all career clerk bargaining postal employees with at least one year of current continuous career service assigned within the San Antonio bid cluster.

The position listed on the attached sheet is posted **TO ALL CAREER EMPLOYEES IN THE CLERK CRAFT within San Antonio Bid Cluster.**

OPEN: MONDAY, 07/13/2026

CLOSE: WEDNESDAY, 07/22/2026

How to apply: Submit your **eCareer profile** to include the **Summary of Accomplishments** addressing each requirement – Knowledge, Skills, or Ability (KSA) above. Hard copy applications should be addressed and submitted as listed above for receipt on or before the closing date. **This position is not posted in eCareer.**

Mail your eCareer Profile and Summary of Accomplishments to:

Customer Relations/Consumer Affairs
ATTN: Veronica White, MANAGER, CONSUMER AFFAIRS
1 Post Office Dr.
San Antonio, TX 78284-9444
210.368.1699

**CUSTOMER RELATIONS -
CLAIMS AND INQUIRY CLERK
JOB # 95780758 -TEXAS 3 DISTRICT**

Open to all career clerk bargaining postal employees with at least one year of current continuous career service assigned within the San Antonio bid cluster.

Position Number: 08-2026

Issue Date: 07/13/2026

Closing Date: 07/22/2026

LOCATION:

Customer Relations – Claims and Inquiry Clerk
Texas 3 District Building
1 Post Office Dr.
San Antonio, TX 78284-9401

TITLE: Claims and Inquiry Clerk (TX 3 District)

GRADE: P7 - 06

FLSA DESIGNATION: Non-Exempt

OCCUPATION CODE: 2345-15XX

NON-SCHEDULED DAYS: Saturday and Sunday

HOURS: 8:00 a.m. to 5:00 p.m.

FINANCE NUMBER: 48-7980

PERSONS ELIGIBLE TO APPLY: All career clerk bargaining Postal employees with at least one year of current continuous career service assigned **within the San Antonio bid cluster** are eligible to apply.

FUNCTIONAL PURPOSE: Claims and Inquiry Clerk: Performs clerical work involved in the claims and inquiry functions of the post office, where the claims work does not reach the level of difficulty and responsibility represented by KP-17 and the inquiry work relates to domestic mail.

REQUIREMENTS:

1. Ability to work without immediate supervision.
2. Safety in performance of duties common to the position.
3. Ability to maintain records and prepare reports.
4. Ability to perform effectively under the pressures of the position.
5. Ability to perform basic arithmetic computations.
6. Ability to operate office machines such as calculator, adding machine, duplicating machine, or any other office equipment as appropriate to the position.
7. Ability to personally resolve problems of a routine nature.
8. Ability to analyze, explain, and apply laws, regulations, rulings, and procedures to the work to be performed.
9. Ability to work with others.

Program: ZPAR_EE_AND_PSN_INFORMATION	United States Postal Service	Date: 07
System: PRD - 010	Employee and Position Information	Time: 15
	USPS Restricted Information	Page: 25

Installation Head: 00036718 - SAN ANTONIO(TX) POST OFC - INSHD

Psn ID: 95780758	Job ID: 00051321	Occ Code: 2345-23XX	Job Title: COMPLAINTS & INQUIRY CLK
Cost Ctr: 487980	Org Id: 01015460	Org Name: CUSTOMER RELATIONS SUPORT	
SDA:	Allow:	Psn Stat:	PS Type/Group/Level:P707
EG: 1	ESG: 10	LDC: 76	Work Schedule: 0800-1700-60L-Sa-SuS
Section: PH910019	- CONSUMER AFFR/CLAIMS	Craft: CK-Clerk	Work Schedule Number: 08006012
Vac Stat: 0-Open	Vacated On: 06/27/26	Prev EE: 06500829	RODRIGUEZ, MAISON
Routes:		Work Area:	
Qualifications: (LIC) VALID STATE DRIVER'S LIC		: (CER) PASSENGER CAR	
: (234) COMPLAINTS & INQUIRY CLK		: (SKL) 718 BASIC COMPUTER SKILL	
Position Comments: ADDITIONAL DUTIES AS ASSIGNED BY SUPERVISOR.			
CMS Job Slot ID: 6892388			

10. Ability to deal with the public in a polite, courteous, and professional manner.

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Non-Bargaining Jobs

[Search Jobs](#)[List Jobs](#)[List Functions](#)[Description](#)[Qualifications](#)[Criteria](#)[Print](#)**Occupation Code: 2345-15XX****STD JOB DESCRIPTION**

U.S.Postal Service

**CLAIMS & INQUIRY CLK (P7-06)
OCCUPATION CODE: 2345-15XX****FUNCTIONAL PURPOSE:**

Performs clerical work involved in the claims and inquiry functions of the post office, where the claims work does not reach the level of difficulty and responsibility represented by KP-17 and the inquiry work relates to domestic mail.

DUTIES AND RESPONSIBILITIES:

1. Performs any one or a combination of the duties listed below.
2. Accepts and processes indemnity claims for insured and C.O.D. mail. Examines claims for completeness and accuracy and obtains information and evidence necessary for adjudication. Directs disposition of damaged articles. Maintains index records of claims and answers status inquiries from claimants and postmasters.
3. Accepts complaints relating to loss and rifling of mail. Completes and processes related inquiry forms. Makes appropriate search and inquiry for lost articles locally and through other post offices. Reports losses to postal inspection service and advises customers as to results of inquiries.
4. Processes undeliverable and loose-in-mail matter for identification or retention and disposition.
5. In addition, may perform any of the following duties: issue series of numbers to firm mailers for certified, insured and C.O.D. mailing; provide directory service; handle complaints of nonreceipt of return receipts; rate forwarded and returned mail, send proper and necessary notices on all classes of mail matter; file insured and C.O.D. delivery receipts and C.O.D. mailing records; examine and process dead mail for shipment or disposal in accordance with prescribed procedures; accept mailing list correction requests. Examine, distribute and file change of address orders.

SUPERVISION:

Supervisor, Distribution Operations, or other designated supervisor.

SELECTION METHOD:

Senior Qualified

BARGAINING UNIT:

CLERK

KEY POSITION REFERENCE:

KP-0013

Doc Date: 11/02/1994**Occ Code: 2345-15XX***Restricted Information***Warning! For Official Use Only.**

This is a U.S. Government computer system and is intended for official and other authorized use only. Unauthorized access or use of this system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code (Title 18 U.S.C. Â§ 1030).

All information on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy using this system. Any authorized or unauthorized use of this computer system signifies consent to and compliance with Postal Service policies and these terms.

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Job Descriptions Online (JD Online) (**Bargaining**)

Bargaining Jobs

Non-Bargaining Jobs

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[Print](#)
Occupation Code: 2345-15XX

QUALIFICATIONS

U.S.Postal Service

CLAIMS & INQUIRY CLK (P7-06)
OCCUPATION CODE: 2345-15XX

BARGAINING UNIT QUALIFICATION STANDARD

2300

(2345-15XX)

CLAIMS AND INQUIRY CLERK

DOCUMENT DATE: March 16, 2019

FUNCTION:

Claims and Inquiry Clerk: Performs clerical work involved in the claims and inquiry functions of the post office, where the claims work does not reach the level of difficulty and responsibility represented by Key Position 17 and the inquiry work relates to domestic mail.

DESCRIPTION OF WORK:

See the Standard Position Descriptions for the Occupation Codes 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.

1. General

B-4 . Ability to work without immediate supervision.

B-9. Safety in performance of duties common to the position.

B-10. Ability to maintain records and prepare reports.

B-11. Ability to perform effectively under the pressures of the position.

B-22. Ability to perform basic arithmetic computations.

B-39. Ability to operate office machines such as calculator, adding machine, duplicating machine, or any other office equipment as appropriate to the position.

B-44. Ability to personally resolve problems of a routine nature.

B-46. Ability to analyze, explain, and apply laws, regulations, rulings, and procedures to the work to be performed.

B-53. Ability to work with others.

B-58. Ability to deal with the public in a polite, courteous, and professional manner.

2. Special

Knowledge of postal regulations and services affecting individuals, groups, and business organizations (which may include such matters as postage rates, mail classification, mailing permits, special postal services, indemnity claims, proper preparation of letters and packages and admissibility of matter to the mails).

EXAMINATION REQUIREMENTS:

Applicants must successfully complete the Virtual Entry Assessment CS (477).

PHYSICAL REQUIREMENTS:

Applicant must be physically able to perform efficiently the duties of the position.

ADDITIONAL PROVISIONS:

1. For some positions, the work requires a particular background of experience or training, knowledge of particular types of mail operations, or possession of a particular skill. Selective placement may be used to fill those positions which require such experience, training, or skill; for example, knowledge of a language other than English.

2. When a particular duty assignment requires the operation of any motor vehicle, applicants must have a valid state driver's license, and demonstrate and maintain a safe driving record. Applicants must pass the Postal Service road test to show the ability to safely drive a vehicle of the type used on the job

Doc Date: 03/16/2019

Occ Code: 2345-15XX

Restricted Information

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All information on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy using this system. Any authorized or unauthorized use of this computer system signifies consent to and compliance with Postal Service policies and these terms.

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Application for Promotion or Assignment

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.

Ret. 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

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.

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Home Phone Number <i>(Area Code)</i>	Work Phone Number <i>(Area Code/PEN)</i>	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 <i>(Mo./Yr.)</i>		Name of Educational Institution <i>(Address Not Required)</i>	Major Fields of Study	No. of Credits <i>(Hours)</i>		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 <i>(Mo./Yr.)</i>		Position Title	Name & Location of Organization	Grade
	From	To			
		Present			

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Date

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Requirement _____

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

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Requirement _____

Reference Number	Reference Name & Phone Number <i>(For use of evaluator & selector)</i>
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Statement of Qualifications	Name
Announcement Number	Position Applied For

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Requirement _____

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

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