

COMPLAINTS & 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.

OPEN: FRIDAY, 07/31/2026

CLOSE: SUNDAY, 08/09/2026

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. Questions, please contact 210.368.1699.**

Mail your eCareer Profile and Summary of Accomplishments to:

Customer Relations/Consumer Affairs
ATTN: VERONICA A. WHITE, MANAGER CONSUMER AFFAIRS
1 Post Office Dr. San Antonio, TX 78284-9444

**SEE THE ATTACHED DOCUMENTS FOR
APPLICATION DETAILS**

**COMPLAINTS & 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: 07/31/2026

Closing Date: 08/09/2026

LOCATION:

Customer Relations – Consumer Affairs
Texas 3 District Building
1 Post Office Dr.
San Antonio, TX 78284-9401

TITLE: Complaints & Inquiry Clerk

GRADE: P7 - 07

FLSA DESIGNATION: Non-Exempt

OCCUPATION CODE: 2345-23XX

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: Receives, classifies, and processes customer complaints and inquiries relative to mail service. Apply a broad knowledge of postal regulations and local policy to effect resolutions.

REQUIREMENTS:

- 1.) Knowledge of mailing requirements and service standards.
- 2.) Ability to maintain records and prepare reports and correspondence.
- 3.) Ability to plan and execute work activities without direct supervision, accomplishing tasks to meet deadlines.
- 4.) Ability to work cooperatively and interact positively with customers and co-workers, exercising courtesy, discretion, and self-control
- 5.) Ability to communicate orally sufficient to express spoken ideas or facts clearly and logically when answering questions, giving directions, and providing information.

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. Questions, please contact 210.368.1699.**

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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**

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**

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			

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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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
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			High School					
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