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**SUPV CUSTOMER SERVICES EAS-17**  
Occupation Code: 2310-0022

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**REQUIREMENTS**

1. KNOWLEDGE OF PERFORMANCE MEASUREMENT systems and standards, and customer satisfaction indicators, as they relate to customer service operations.
2. CHANGE MANAGEMENT: Prepares employees for change by establishing and maintaining continuous dialogue with employees; communicates change to employees and reassures them during the transition from present to future state.
3. COMMUNICATION SKILLS: Organizes and expresses thoughts and information in a clear and concise manner while tailoring the message to the audience; engages in active listening; is aware of the impact of nonverbal cues on the message being delivered; takes into account the feelings and motivation of others when delivering a message.
4. EMPLOYEE FOCUS: Establishes a positive and safe work environment conducive to increasing productivity through treating employees with dignity and respect; defines the roles of employees and clarifies their responsibilities for the success of the organization; provides employees with the tools and support they need to accomplish their goals.
5. FUNCTIONAL ADMINISTRATION: Completes administrative tasks; generates and analyzes daily reports to ensure appropriate documentation of operations.
6. OPERATIONS MANAGEMENT: Manages the operation through the use of operational plans developed to drive work unit and organizational performance; addresses labor relations issues and applies knowledge of local and national agreements to solve workplace conflicts; analyzes data on a regular basis to determine if adjustments to current operations are necessary to achieve goals.
7. PERSONAL ACUMEN: Adapts to changes in the business environment; demonstrates trustworthiness and initiative to accomplish work unit and organizational goals and objectives.
8. WORK UNIT PLANNING: Determines priorities of the work unit on a daily and weekly basis; identifies resources (employees and capital) needed to accomplish goals and allocates resources as allowed to support the priorities and goals established for the work unit and organization as a whole.
9. EXAMINATION REQUIREMENT: Individuals must successfully complete Postal Service Test 642, which includes the following measures of job-related knowledge, skills, and abilities:
  - A. Communication
  - B. Mathematical computation
  - C. Judgment
  - D. Reasoning
  - E. Personal characteristics related to performing effectively as an employee in this organization

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