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**SUPV DISTRIBUTION OPERATIONS EAS-17**

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**FUNCTIONAL PURPOSE**

Supervises an assigned group of automated, mechanized, and/or manual processing and distribution operations at a mail processing center/facility.

**DUTIES AND RESPONSIBILITIES**

1. Supervises a medium sized group of employees engaged in mail processing and distribution activities.
2. Schedules and assigns work; determines priorities; shifts employees during the course of the tour as the workload fluctuates.
3. Monitors operational performance data throughout the tour; resolves routine problems; reports unusual operational problems and recommends solutions.
4. Ensures that operational information reported is complete and accurate; participates in mail surveys/tests related to quality, service performance, etc.
5. Coordinates mail flow activities with other supervisors on the tour.
6. Supervises the on-the-job training program for processing and distribution employees on the assigned tour.
7. Provides input for the facility's operating budget; controls costs within budget allocations.
8. Investigates accidents; prepares necessary reports; ensures compliance with safety regulations and energy conservation practices.
9. Meets with customers and major mailers on a regular basis to resolve problems and/or improve service.
10. Meets with union representatives to resolve disagreements.

**SUPERVISION**

Manager, designated unit.

**SELECTION METHOD**

Initial-Level Supervisor, Candidate List or Individual Announcement Procedures (See EL-311, Section 533 or 534).

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