ATTENTION! We will communicate with you by email concerning your application, so it is very important that you are able to receive our messages. Please add the following email addresses to your contact list right away to allow correspondence, especially if you use SPAM blocking software, use a yahoo account, or use a work or military email address!

ecareerworkflow@usps.gov
usps_support@panpowered.com
USPSeServices@geninfo.com

POSITION INFORMATION
TITLE: PSE SALES & SVCS/DISTRIBUTION ASSOCIATE
GRADE: - 6
FLSA DESIGNATION: Non-Exempt
OCCUPATION CODE: 2395-0017
NON-SCHEDULED DAYS: VARIABLE
HOURS: VARIABLE
STARTING SALARY: $14.60 PER HOUR

POSTAL SUPPORT EMPLOYEES ARE PART OF OUR SUPPLEMENTAL WORKFORCE WHO HOLD A TEMPORARY APPOINTMENTS FOR PERIODS NOT-TO-EXCEED 360 DAYS. RE-EMPLOYMENT AFTER A 5-DAY BREAK IN SERVICE IS POSSIBLE IF THE NEED STILL EXSITS. LIMITED BENEFITS INCLUDE RAISES, PAID VACATION DAYS AND ACCESS TO HEALTH INSURANCE AFTER THE FIRST 360-DAY TERM AVAILABLE WITH THIS POSITION. CANDIDATES WILL NEED TO BE PRESENT FOR SCREENING ACTIVITIES, INCLUDING AN INTERVIEW, IN THE FACILITY LOCATION OR VICINITY. SERIOUS APPLICANTS ONLY NEED APPLY.

FOR ADDITIONAL INFORMATION CONTACT: GatewayEmploymentOpportunities@usps.gov

FINANCE NUMBER:

FUNCTIONAL PURPOSE
Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.
DUTIES AND RESPONSIBILITIES – PSE Grade 6

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products and services and may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.

2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides special assistance; and answers customer inquiries when needed.

3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.

4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.

5. Maintains appearance of store by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers.

6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.

7. May verify presort and bulk mailings of all classifications computing and maintaining on a current basis mailers' credit balances.

8. Checks and sets post office stamp-vending machines and postage meters.

9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.

10. In addition, may assign and clear accountable items.

11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.

12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.

13. Follows established safe work methods, procedures and safety precautions while performing all duties.

14. Performs other duties as assigned.

SUPERVISION
Supervisor of unit to which assigned.
The United States Postal Service has the following excellent and challenging employment opportunity for highly motivated and innovative individuals. Successful candidates must demonstrate through a combination of education, training, and experience the following requirements:

**Requirements**

1. **Written Exam**
   PSEs WHO WILL BE ASSIGNED TO SERVE THE PUBLIC AT A PUBLIC WINDOW WILL BE REQUIRED TO ENTER A TRAINING PROGRAM AND MAY BE REQUIRED TO QUALIFY ON AN AFTER-TRAINING TEST.

   CURRENT NON-CAREER EMPLOYEES WHO WISH TO APPLY MUST USE OR CREATE A NEW EXTERNAL EMAIL ACCOUNT, A NEW EXTERNAL CANDIDATE PROFILE, APPLY AND FOLLOW INSTRUCTIONS FOR TESTING.

   Qualified applicants must successfully pass a pre-employment drug screening to meet the U.S. Postal Service’s requirement to be drug free. Applicants must also be a U.S. citizen or have permanent resident alien status.

**IMPORTANT INFORMATION:**
Applications must be submitted by 11:59 p.m., Central Time, of the posting's closing date. Applicants claiming veterans’ preference must attach a copy of member copy 4 (only) of Certificate of Release or Discharge from Active Duty (DD Form 214) or other proof of eligibility if claiming 10-point veterans’ preference. The United States Postal Service (USPS) is an equal opportunity employer. The USPS provides reasonable accommodation for any part of the application, interview, and/or selection process, please make your request to the examiner, selecting official or local manager of Human Resources. This request can also be made by someone on your behalf. Explain the nature of your limitations and the accommodation needed. The decision on granting reasonable accommodation will be on a case-by-case basis.

**SPECIAL NOTE:** Current career Postal Service employees are ineligible to apply to this posting.