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ALL CLERK CRAFT EMPLOYEES

The United States Postal Service provides reasonable accommodation to qualified individuals with disabilities. If you need a reasonable accommodation for any part of the application, bidding, interview, and/or selection process please contact the office identified on the vacancy announcement. The decision on granting reasonable accommodation will be on a case-by-case basis.

COMPLAINTS & INQUIRY CLERK POSITIONS - PLEASE POST!

Philadelphia Bid Installation

Job Announcement #2014-01-C&IC

Open: 08/11/14 Close: 08/19/14

**Job Title:** COMPLAINTS & INQUIRY CLERK, FULL-TIME, PS-07

**Location:** Consumer Affairs and Claims Services Unit  
3190 South 70<sup>th</sup> St., Philadelphia PA 19153-9621

**Tour:** 2

**Skill(s):** 718 Computer Skills  
Postal Service Test 720 (verbal abilities)

**Selection Method:** Best Qualified

**(1) Job ID # 95294447**

**Schedule:** 0830 - 1700-30L-Sat-Sun

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**NOTE:** Applicants must submit an original PS Form 991, along with three (3) copies, prior to the closing date of this job announcement. Applicants must address all five (5) requirements listed on the Bargaining Unit Qualification Standard. Applicants will be deemed ineligible for failure to address all requirements. Please use your EIN on PS Form 991 (not the SSN). No supervisory evaluations or recommendations please!

Submit completed applications to the following address:

Rose Torres  
Manager, Consumer and Industry Contact  
US Postal Service  
3190 South 70<sup>th</sup> Street  
Philadelphia PA 19153-9601

Date and Time Posted  
**08/11/2014**

Date and Time Withdrawn  
**08/19/2014**

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**STD JOB DESCRIPTION**

U.S. Postal Service

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**COMPLAINTS & INQUIRY CLK (P7-07)**  
**OCCUPATION CODE: 2345-23XX**

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**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

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**Doc Date: 11/02/1994****Occ Code: 2345-23XX**