

BARGAINING UNIT QUALIFICATION STANDARD
2320e
(2320-0004) LEAD SALES AND SERVICES ASSOCIATE--LEVEL 6

DOCUMENT DATE: June 30, 2001

FUNCTION:

Performs a variety of sales and customer support services for products including stamps, stamped paper, postal cards, philatelic products, and special promotional items; with or without direct supervision. May work alone or provide technical direction to one or more clerks assigned to sales activities, and reviews their work for accuracy.

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. The KSAs are demonstrated by successful completion of tests and specified training, unless otherwise noted. Failure to demonstrate any KSA is disqualifying.

1. Ability to sell products and services includes providing timely and courteous customer service, persuasive selling to customer needs, providing product information, creating/maintaining an aesthetically pleasing retail environment and completing sales transactions.
2. Ability to work and deal with people sufficient to work cooperatively and interact positively with customers, co-workers, as well as analyzing and responding appropriately to unique customer or coworker situations. This includes exercising courtesy and self-control to provide good appropriate customer service in order to accomplish established goals of the functional area.
3. Ability to communicate orally refers to expressing spoken ideas or facts clearly and logically when answering questions, giving instructions, and providing information.
4. Ability to perform basic mathematical computations refers to performing basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions and decimals.
5. Knowledge of financial procedures such as the terminology, materials, techniques, and procedures used in maintaining accurate records of disbursements, receipts and other financial information and loss prevention.
6. Ability to follow instructions refers to comprehending and executing either spoken or written instructions or directions sufficient to perform work assignments, follow procedural directions or instructions either with or without direct supervision.
7. Ability to identify and analyze problems by gathering information from both oral and written sources and develop an appropriate course of action to resolve the situation.
8. Ability to coordinate, sufficient to open, run and close a retail postal outlet. Includes planning and organizing the work of a small group of employees to achieve unit goals.
9. Ability to use technology-based business equipment, such as calculation equipment or computers sufficient to process customer transactions, input data, and produce numeric and written reports.

10. Ability to safely perform the duties common to the position.

EXPERIENCE REQUIREMENTS:

Applicants must have a minimum of one year of experience in a window position (window clerk, distribution and window clerk, distribution, window and markup clerk, sales and services associate, sales, services and associate) providing a comprehensive knowledge of postal regulations, rulings, policy, and procedures relating to window work. This experience must have demonstrated the applicant's ability to give clear and concise instructions to other employees and to work independently.

EXAMINATION REQUIREMENTS:

When filled Internally, this position usually involves a deferment period during which the senior bidder is provided appropriate combinations of training, testing, and practical demonstration of ability to perform in the actual position. Sequencing of examinations is as follows:

To be declared the senior bidder (or applicant in training) and begin training, the bidder (applicant) must successfully complete: Test 470, Configuration 1.

TRAINING REQUIREMENTS:

Applicants who qualify and are selected under this standard will be required to complete prescribed training satisfactorily.

PHYSICAL REQUIREMENTS:

Applicant must be physically able to perform efficiently the duties of the position.

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