



## POSTMASTER

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### NATURE OF WORK

Work involves responsibility for the efficient and effective daily operation of the Senate Post Office. The incumbent ensures that all mail and packages that are to be delivered by Senate Post Office employees are tested and determined safe for delivery. Work also requires the employee to train employees, assign work, inspect work, coach and/or counsel employees, conduct performance evaluations, discipline, hire and terminate. Supervision is exercised over managerial, supervisory, professional and support personnel. The Postmaster has daily contact with various departments and Senate offices to resolve problems and respond to needs in providing mail service to the Senate. Work is performed according to the Senate Mail Services Guide, rules of the Senate, ethics manual, Sergeant at Arms rules, and U.S. Postal Service (USPS) operations and technical manuals. The Postmaster works under the general direction of the Assistant Sergeant at Arms for Operations.

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### EXAMPLES OF WORK

*(This list is not absolute or restrictive, but indicates approximate duties and responsibilities which may be redefined pursuant to operational needs.)*

- Manages the day-to-day operations of the Senate Post Office; directs and evaluates the services of personnel reporting to the Postmaster.
- Works with and coordinates all deliveries from outside contractor; coordinates mail protocols with officials from the Department of Defense, U.S. Capitol Police and with the U.S. House of Representatives.
- Participates on the Legislative Mail Task Force.
- Manages the activities of the Courier Acceptance Site and ensures all courier items are properly tested prior to delivery.
- Responds to Senate offices concerning postal services; resolves service deficiencies and complaints.
- Monitors retail operations for compliance with service goals and ensures financial accountability; maintains proper service and fiscal integrity.
- Reviews reports on mail volume and work hours and determines productivity trends; reviews data on salary and expense reports and analyzes trends on budget performance; monitors workloads and staffing levels and takes appropriate action.

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### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed primarily in an office setting, and requires no exceptional physical effort.



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## MINIMUM QUALIFICATIONS

Work requires a Bachelor's Degree in business or public administration or a related field; and eight to ten years of experience in postal operations above the level of first line supervisor; or an equivalent combination of education and experience that provides the following knowledge, skills and abilities:

- Knowledge of modern methods of personnel and financial management.
- Knowledge of all aspects of postal operations, including USPS regulations and other laws and regulations governing the operation of the Senate Post Office.
- Knowledge of suspicious mail characteristics and hazardous materials.
- Ability to establish and maintain a continuity of operations (COOP) plan.
- Ability to manage testing of all mail, prior to delivery, for hazardous substances.
- Ability to manage an effective mail security screening operation.
- Ability to implement and manage an effective biological/chemical threat plan to preclude hazardous material from entering the Senate facilities.
- Ability to effectively and efficiently manage the operations of the Senate Post Office.
- Ability to establish and maintain effective working relationships with Senate staff, co-workers, and the public.
- Ability to communicate effectively and concisely, both orally and in writing.

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## LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

Ability to obtain and maintain a security clearance.