

VETERANS EMPLOYMENT OPPORTUNITY ACT

Hiring for this position is governed by the Veterans Employment Opportunity Act of 1998 ("VEOA"), as made applicable by the Congressional Accountability Act of 1995 ("CAA"). Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Senate Sergeant at Arms and who are disabled or who have served on active duty in the Armed Forces during certain specified time periods or in certain military designated campaigns ("veterans") may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans' preference if the veteran cannot claim his or her veterans' preference.

To be eligible for a veterans' preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans' Preference, which is available at www.senate.gov/saaemployment.

If claiming a veterans' preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans' Preference along with the supporting documentation specified on that form. If the Office of the Senate Sergeant at Arms does not receive the Application for Veterans' Preference and supporting documentation by the closing date, the applicant's claim for a veterans' preference may be denied.

Applicants may obtain a copy of the Office's Veterans' Preference In Appointments policy by submitting a written request to resumes@saa.senate.gov.

Individuals who are entitled to a veterans' preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the obligations and efforts of the Office of the Senate Sergeant at Arms to provide veterans' preference to preference-eligible applicants in accordance with the VEOA. An applicant's status as a disabled veteran and any information regarding an applicant's disability, including the applicant's medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran's status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans' preference.



WINDOW CLERK

NATURE OF WORK

Work involves responsibility for counter sales of U. S. Postal Service stamps, money orders, postal cards, and other postal services; providing information on services and regulations of the U. S. Postal Service and U. S. Senate Post Office. The employee is personally responsible for the contents of a cash drawer and accurate sales of postage stamps. Supervision of others is not a requirement; however, an experienced employee may be assigned to provide guidance and assistance to new employees. Work is performed according to U. S. Postal Service and U. S. Senate Post Office regulations. Work is reviewed by the immediate supervisor on a daily basis for accuracy of stamps sold and money received and on a periodic basis for the customer relations skills demonstrated.

EXAMPLES OF WORK

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

- Sells U. S. Postal Service stamps, envelopes and postal cards using assigned drawer containing postal products and cash; maintains a supply of stamps and other items for sale, and requisitions supplies.
- Accepts mail for various postal classifications, collects required money, and issues receipts; operates U. S. Postal Service machines, postal validation imprinters, printers, and computer keyboards; conducts daily audit of cash drawer and prepares daily audit report for chief financial clerk.
- Issues and cashes domestic U. S. Postal Service (USPS) Money Orders, following USPS and Senate guidelines.
- Provides information to patrons concerning USPS regulations, mailing restrictions, rates, and other matters involving postal transactions.
- Completes and processes Senate office voucher forms.
- Processes mail for the Postage Due Unit.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed primarily in an office environment but requires physical strength and agility to safely lift and carry up to 50 pounds; frequent standing at the counter and bending.

MINIMUM QUALIFICATIONS

Work requires a high school diploma (or GED), and one year of retail sales experience; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of effective customer service techniques and the operation of a computer keyboard.

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The statements contained herein reflect general details necessary to describe the principal functions of this class, knowledge and skill typically required and the physical demands and working conditions, but should not be considered an all-inclusive listing of work requirements.



- Ability to learn, in a short period of time, USPS and U.S. Senate policies and procedures related to the sales of postage and money orders.
- Ability to deal with others, using tact and diplomacy.
- Ability to accurately provide change for cash received.
- Ability to accurately count and total sales and balance receipts with cash received.
- Ability to establish and maintain effective working relationships with supervisor, coworkers, and others encountered during the workday.
- Physical strength and agility to perform the work.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.

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