



## **NAPS Consultative Meeting Agenda Items Held February 14, 2018 at USPS HQ**

### **USPS Headquarters**

Bruce Nicholson, USPS Labor Relations  
Phong Quang, USPS Labor Relations  
Henry Bear, USPS Labor Relations

### **National Association of Postal Supervisors**

Brian Wagner, NAPS President  
Ivan Butts, NAPS Executive VP  
Chuck Mulidore, NAPS Sec-Treasurer  
Tim Ford, NAPS Chairman of the Board (via telecon)

0218-01. The National Association of Postal Supervisors is requesting an OCC Code review for consideration of the Supervisor Differential Adjustment (SDA) for the following EAS positions assigned to the Stamp Fulfillment Services Center.

- OCC Code 2355-0011 EAS-17 Supv Maintenance Operations Support (SFS). Currently, this Stamp Fulfillment Services Center EAS employee supervises the following:
  - 5 – PS 10 ET
  - 10 – PS 4 Labor/custodians
  - 1 - PS7 MOS Clerk
  
- OCC Code 2375-0015 EAS – 17 Supv Order processing (SFS). Currently, this Stamp Fulfillment Services Center EAS employee supervises the following:
  - 1 - PS 7 Customer Service clerk
  - 1 – PS 6 General Clerk
  - 17 – PS 6 Stamp Fulfillment Services Clerks

NAPS is requesting that exhibit ELM 412.12b reflect that the salaries for the EAS positions with OCC-Codes 2355-0011 and 2375-0015 be corrected and the USPS authorize the SDA for work that has been and is being performed by the respective two EAS positions listed above.

**Response:** These positions are being reviewed by headquarters Compensation and NAPS will be contacted of the Postal Service's decision.

0218-02 NAPS is requesting copies of the following Standard Position Descriptions.

- Manager, Maintenance Operation Support – EAS-19
- Manager, Maintenance Operation Support – EAS-20

**Response:** NAPS included Standard Position Descriptions as an attachment for both of these positions.

**2018-02 Withdrawn by NAPS**

0218-03 In reviewing ELM 650, specifically ELM 651.74, NAPS has been made aware that language in a proposed notice of removal (adverse action) stated the employee and/or their representative could appeal to the deciding official. However, the deciding official informed the NAPS representative that ELM 651.74 referenced that only the EAS employee or the employee's represent may appeal in person to the deciding official. To avoid any conflicting instructions in a proposed notice and the ELM related Adverse Action, NAPS is requesting the following ELM 651.74 change.

Current ELM 651.74 states in part;

The employee **or (emphasis added)** representative may respond to the notice of proposed adverse action...

NAPS is requesting that the ELM 651.74 be changed to state in part;

The employee **and/or (emphasis added)** representative may respond to the notice of proposed adverse action...

**Response:** ELM 651.74 does not currently reflect the updated language incorporated in the discipline templates for non-bargaining employees Adverse Action (Removal, Reduction in Grade/Pay, Suspension of more than 14 Days). The Postal Service will notify NAPS once ELM 651.74 has been revised. In the meantime, an employee requesting an appeal should be allowed to respond to a deciding official with or without a representative regarding an Adverse Action.

0218-04 With a February 18, 2018 implementation of Function 1 Scheduler Report and the fact OPM solicited and approved VER authorization that has been offered to APWU and NPMHU craft employees, NAPS is requesting a briefing on any and all conceptual or actual USPS plans that would result in an impact on service performance through consolidations of any potential USPS Processing plant operations.

**Response:** The Postal Service does not have any plans to consolidate any processing plant operations that would result in an impact to service performance.

0218-05 NAPS is aware of two EAS positions that have identical Duties and Responsibilities. However, there is an issue with the salary compensation for the following EAS positions:

- OCC Code 2355-0021, MGR MAINTENANCE OPERATIONS SUPPT (EAS-19) is listed on the Occupation Codes Eligible for the Supervisor Differential Adjustment (SDA) Effective September 02, 2017 (PP19-2017). The base salary for this position is \$71,890. The operational

requirement for this position is to supervise between 52 and 156 authorized maintenance craft positions.

- OCC Code 2355-0024, MGR MAINTENANCE OPERATIONS SUPPT (EAS-20) is not listed on the Occupation Codes Eligible for the Supervisor Differential Adjustment (SDA) Effective September 02, 2017 (PP19-2017). The base salary for this position is \$56,924. The operational requirement for this position is to supervise 157 or more authorized maintenance craft positions.

The MGR MAINTENANCE OPERATIONS SUPPT (EAS-20) has the same supervisory responsibilities as the EAS-19, that includes a larger employee base, but the EAS-20 position does not receive the SDA.

NAPS is requesting that the language found in 412.12.b be changed to adequately reflect and compensate for the Supervisory work that is being performed.

ELM 412 stated in part;

New Career Appointment

b. Supervision of Bargaining Unit Employees. When an appointment is to an exempt EAS-15 through EAS-**19 (Emphasis Added)** grade position that involves directly supervising two or more full-time equivalent bargaining unit employees, current supervisor differential adjustment (SDA) pay policies will apply as described in Exhibit 412.12b.

NAPS is requesting that ELM 412 be changed to state in part;

New Career Appointment

b. Supervision of Bargaining Unit Employees. When an appointment is to an exempt EAS-15 through EAS-**20 (Emphasis Added)** grade position that involves directly supervising two or more full-time equivalent bargaining unit employees, current supervisor differential adjustment (SDA) pay policies will apply as described in Exhibit 412.12b.

NAPS is requesting that exhibit found in ELM 412.12b be changed to reflect that the EAS position with OCC-Code 2355-0024 receive the SDA for work that has been and is being performed by this EAS position.

**Response:** This matter should be discussed in pay consultations in accordance with Title 39 1004 (e).

***NAPS is not in agreement that this is a matter for pay consultations. Changes to the Employee and Labor Relations Manual should occur on as needed basis, not wait for pay consultations as this position is currently supervising employees.***

0218-06 NAPS is requesting a list of all OCC Codes and Standard Position Description for Technical Pay Band employees. NAPS is making this request to determine if any future consultative discussion is warranted.

**Response:** We don't consider Technical Pay Band positions a matter suitable for the consultative process in accordance with Title 39 § 1004. However, we are providing a list of the Technical Pay Band positions and Standard Position Descriptions as a courtesy.

0218-07 NAPS is aware that a Dispute Resolution Team (DRT) made a settlement for the release of an EAS employee's record to the NALC. This information included the EAS employee's attendance records, PS Form 3971's and Medical Information. NAPS is concerned over this apparent violation of the HIPPA rights of an EAS employee by the USPS. In addition, NAPS was made aware that the impacted EAS was informed by local management that the directive to release their personal information was authorized by USPS HQ.

NAPS would like to know;

1. What is the rationale for the Postal Service to fulfill a Union information request for an EAS employee's attendance records/PS 3971/medical information?

Information request are fulfilled per *Article 31.3 Information*. There is no evidence that medical information was requested.

2. Under what authority does a B team have to direct the release of personal/medical information of an EAS employee without that employee's authorization?

Information request are fulfilled per *Article 31.3 Information*. There is no evidence that medical information was requested.

3. What right of privacy of personal information held by the USPS can EAS employees expect to be held confidential and not released to unrelated third parties such as postal unions?

Personal information in custody of the Postal Service is protected under the Privacy Act. There may be situations where information is provided to the union if the information is relevant to contract enforcement. If an individual receives a request for information by the union in accordance with Article 31 and needs advice in determining whether the information should be provided; that individual should seek advice from a local Labor Relations representative.

4. What criteria does the USPS use to determine that the issuing of corrective action for an attendance issue to a craft employee by the craft employee's supervisor constitutes a violation of the JSOV?

This question doesn't make sense, the Postal Service did not take the position described above. However, Article 16 determines the criteria

used in issuing corrective action. In this case, the union referenced JSOV as a possible violation in their request for information (RFI). The grievance settled at Step B concerned failure to provide information for that RFI.

0218-08 NAPS is requesting information surrounding the productivity of the Customer Retention Centers and its status of being manned by non-permanent EAS staffing. NAPS would like data on;

**Response:** Cliff Rucker, Sr. VP Sales & Customer Relations, Operations will provide responses (which are in red)

1. The Net Benefit (Target and Actual) for the Customer Retention Centers since its inception in 2012?  
*\$2 billion*
2. What percentage of customers are being contacted by this Customer Retention Centers?  
*500,00 on average per year*
3. How often are HQ Staff dispatched to Customer Retention Centers to train and/or backfill detailed EAS?  
*On an as needed basis, there is no specific time, number or requirement. CRC's do get sales management training to attempt to retain customers.*
4. Since the inception of the Customer Retention Centers, what is the total USPS incurred cost for travel associated with question #3 above?  
*\$233,986*
5. What is the current level of engagement, based on the past three Postal Pulse Surveys for the Customer Retention employees working under non-permanent EAS staffing?  
*23% are engaged, score is 3.44*