



DO NOT REMOVE THIS NOTICE FROM THE BOOK

**BEST QUALIFIED VACANCY NOTICE: # 22CA03
COMPLAINTS AND INQUIRY CLERK, Full-Time, PS07**

**OPEN DATE: 03/21/2026
CLOSING DATE: 03/31/2026**

Applications will be accepted from eligible career employees in the **Clerk Craft within the Kansas City, MO Bid Cluster** for promotion or reassignment to the following position. Applicants must submit, via mail or hand deliver, a hard copy of your "**Candidate Profile from eCareer**" (see How to Apply). This position will be awarded to the **Best-Qualified applicant** (installation-wide) in the clerk craft.

HOW TO APPLY: Complete and print the "Candidate Profile from eCareer" using the Summary of Accomplishments in eCareer to address the five (5) Requirements/KSAs for this vacancy. Describe your qualifications for this vacancy by providing a brief description of your accomplishments that demonstrate that you possess the requirements stated on the job posting. These accomplishments may have occurred in various settings. **Applications submitted by FAX or eMail will NOT be accepted – you must mail or hand deliver your application to the address on Page 3.**

EMPLOYEES APPLYING FOR THIS POSITION ARE NOTIFIED OF THE INTENTION TO USE INFORMATION CONTAINED IN OFFICIAL RECORDS AVAILABLE AS OF THE CLOSING DATE OF THE POSTING TO DETERMINE QUALIFICATIONS. IF AVAILABLE EVIDENCE OF YOUR QUALIFICATIONS IS INCOMPLETE, PLEASE TAKE ACTION TO PROVIDE US WITH THE APPROPRIATE INFORMATION TO UPDATE OUR RECORDS PRIOR TO THE CLOSING DATE OF THIS POSTING.

POSITION TITLE:	COMPLAINTS AND INQUIRY CLERK
SALARY LEVEL:	P7-07 (Full-Time)
POSITION:	72442827
OCCUPATION CODE:	2345-23XX
PRINCIPAL ASSIGNMENT AREA:	KCMO Mid America District Office
HOURS OF DUTY:	7:30AM to 4:00PM 30 L
DAYS OFF:	Saturday/Sunday

BASIC FUNCTION : 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.

ORGANIZATIONAL RELATIONSHIP: Reports to Manager, Consumer & Industry Contact

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. Applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Ratings are based on the demonstration of the level of possession of each of the KSAs. Failure to demonstrate any KSA is disqualifying.

1. Knowledge of mailing requirements and service standards.
2. Ability to maintain records and prepare reports and correspondence.
3. Ability to plan and execute work activities without direct supervision, accomplishing tasks to meet deadlines.
4. Ability to work cooperatively and interact positively with customers and co-workers, exercising courtesy, discretion, and self-control.
5. Ability to communicate orally sufficient to express spoken ideas or facts clearly and logically when answering questions, giving directions, and providing information. Ability to comprehend materials, such as handbooks, manuals, newsletters, directives, SOPs and Webcasts at a level sufficient to process Address Management and ZIP Code systems transactions.
6. Ability to work with limited supervision to independently plan and execute work activities, check work for completeness and accuracy, and meet established time commitments.

EXAMINATION REQUIREMENTS:

1. Applicants must demonstrate verbal ability. This must be demonstrated by successful completion of Postal Service Test 720.
2. Applicants must demonstrate basic computer skills. This must be demonstrated by successful completion of Postal Service Test 718.

PHYSICAL REQUIREMENTS: Applicant must be physically able to perform efficiently the duties of the position

It is the responsibility of each employee submitting an application to see that it reaches Cynthia D Wagner at 300 West Pershing Suite 207 Kansas City MO 64108-9321, no later than 4:00PM on March 31, 2026 An employee who has submitted an application shall have the right to withdraw, in writing, any time before the closing time and date as shown above.

The law (39 USC 1002) prohibits political and certain other recommendations for appointments, promotions, assignments, transfers or designations of persons in the Postal Service. It is the policy of the Postal Service to provide equal employment opportunity for everyone, without regard to race, color, religion, sex, national original, disability, age, genetic information, sexual orientation, marital status, status as a parent, or past, present or future military service. Failure to demonstrate any KSA is disqualifying.

**Cynthia Wagner
Manager of KS-MO Consumer Affairs
300 West Pershing Suite 207
Kansas City, MO 64108
(816) 374-9186 or 9132**