

KNOWLEDGE IS POWER

K.I.P. CLIPS

EFFECTIVE SERVICE COMMITTEE

Balancing the Demands of Retail and Delivery

Which is more important: retail revenue or service scores; the retail lobby or the work room floor; Retail Associates or Carriers? The answer to each question is “both”. As a Postmaster, you are challenged daily with allocating resources between two demanding business units. While challenging, it is important that appropriate attention is paid to both retail (generating revenue) and delivery (fulfilling our service promise).

Here are four insights into running a balanced, profitable office:

1. Training – In addition to the breadth of operations experience you possess, you must be just as well versed at how to manage the “business” of retail. Make sure you take advantage of resources such as Revenue Generation Training and help from your District Retail office to understand the business and become comfortable working in the retail environment.

2. Planning – Because of the broad scope of your job, starting each day with a balanced plan is imperative. Schedule time each day to include both front and back office priorities such as communicating with Retail Associates as well as Distribution Clerks. In the same way that you prepare Carriers before they leave for the street, prepare your

lobby before customers arrive. Enter your post office through the front door to get the customer's view of the lobby and make appropriate adjustments.

3. Flexibility – Adopt more flexibility in your management approach. Early morning priority and resources are given to the delivery operation in order to prepare Carriers before they leave. Be prepared to shift resources such as window-qualified staff members to the retail operation during its priority times—high traffic periods such as lunch-time or late afternoon. Use the RDM tools to identify these needs.

4. Delegate – Assign some responsibilities to Supervisors and/or Lead Associates to help you manage all the front and back office duties. Create a thoughtful plan to delegate routine tasks that bog you down. While you are still responsible for the ultimate end results, this approach frees you up to oversee the progress and resources needs of both business units.

Understand the importance of both the “money” and the “mail” they collectively impact your NPA. By concentrating resources and attention in an appropriate manner, your office can reap the benefits of both profitability and efficiency.

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Blue's Clues



NAVIGATING THE BLUE PAGE

Passport Application Acceptance Course

All newly designated employees or employees requiring refresher training for Passport Acceptance procedures MUST either take the on-line Passport Application Acceptance Course #41201-18 or receive classroom training given by the Department of State.

The on-line course was developed by the Department of State to meet their passport acceptance procedure requirements. The course can be found on line at <http://aes.usps.gov>. For additional information, please visit https://aes.usps.gov/web_training/online_help.php

New Webpage for RDM

In an effort to better serve our internal customers, the Retail Datamart now has its own web page on Blue. After you access the BLUE Home Page, type in “RDMHome”. There, you will find links to the RDM Users Guide, how to find reports, link to EDW/RDM education, and links to key reports.

This web page will be updated frequently to inform customers of upcoming reports and changes in the RDM.

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Effective Service Chairman

