

## **Maintenance Support Clerk Staffing and Upgrade**

On May 9, 2012, the parties reached agreement on an updated staffing criterion for Maintenance Support Clerks (MSCs). The agreement was in response to the Service's October 27, 2011 Article 19 notice to the Union of changes they proposed effecting the administrative staffing under MMO 074-00.

The Service proposed an overhaul to the staffing chart based on their extensive survey and review of the current duties and responsibilities of MSCs and the impact of technology on that position. The Maintenance Division engaged in the Article 19 process which eventually resulted in the May 9, 2012 agreement.

The issues were fully discussed amongst all the Maintenance Officers, both headquarters and your NBAs, with the decision that resolution of the matter better served our members over a protracted dispute. Had we chose the latter course of action, the Service would have unilaterally implemented their staffing changes which would have had immediate and lasting negative effects on the members holding MSC duty assignments. In the end, we believe the protections and gains made warranted an agreement.

The agreement provides that on day 1 of the pay period immediately following issuance of MMO 057-12 that all MSC level 6 members will be upgraded one pay level. This upgrade will be in place with no reposting or other impact on the duty assignment. In addition to the obvious benefit to the former level 6 MSCs, the elimination of the occupational group and level leaves all MSCs as level 7 and makes the administration of Article 12 more equitable to all. For instance, decisions on which occupational group, MSC-6 or MSC-7, would be impacted by a Service decision to move equipment which resulted in a reduction in MSC staffing would not be by management whim. The employee's installation seniority will be the determining factor from among the, now, single occupational group and level.

The agreement does permit, if an AMP or network consolidations occurs, that the new formula for staffing MSC duty assignments will be applicable to the gaining and losing installations. It also permits attrition to take place. This is all done to minimize the adverse impact on the employees.

Finally, the agreement prohibits any involuntary action by the Service for one year outside of an AMP. This is significant and is intended to avoid any need for excessing arising solely from the new staffing chart.

Also included is language that local fact circumstances could permit an increase in the staffing levels. We believe the addition of this language is important as some offices task the MSCs with additional duties or support their stations and branches fully. This also addresses the removal of the range of staffing (0-1; 1-2; 2-3; etc.) which was in the prior version of the staffing chart for the first few columns. In essence, the range is restored as the higher number always took local fact circumstance to approve.

BMCs (NDCs) are also provided for a the new MMO on MSC staffing includes that NDC's are allocated one (1) additional MSC position provided there are at least 20 maintenance positions supported.

  
Steven G. Raymer  
Director  
Maintenance Division  
APWU      AFL-CIO

  
Gary Kloepfer  
Asst. Director A

  
Greg See  
Asst. Director B

  
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Rep.-at-Large

Mr. Steven G. Raymer  
Director, Maintenance Division  
American Postal Workers Union, AFL-CIO  
1300 L Street, NW  
Washington, DC 20005-4128

RE: N19T20110589  
MMO mm11138ae  
(Maintenance Support Clerk  
Staffing)  
Washington, DC 20260-9998

Dear Mr. Raymer:

Recently, we met to discuss the above captioned issue in accordance with Article 19 of the Collective Bargaining Agreement. The Article 19 notification proposed issuing MMO-057-12 (file code mm11138ae) which would modify the provisions of current MMO-074-00 regarding the staffing of Maintenance Support Clerk positions. In resolution of the concerns raised during Article 19 discussions and without prejudice to the parties' rights regarding any future changes to this or other bulletins, the parties agree on the following resolving the issuance of MMO-057-12 updating staffing criteria for Maintenance Support Clerk positions:

Effective with day 1 of the pay period immediately following issuance of the subject MMO all present level 6 Maintenance Support Clerks (MSC-6) will be upgraded one level to level 7 Maintenance Support Clerk (MSC-7) using the step to step method the parties have previously employed.

The current level 6 Maintenance Support Clerk standard position description and qualification standard shall be obsoleted.

Maintenance installation and service seniority shall be merged with the current level 7 Maintenance Support Clerks. No reposting of duty assignments will occur solely because of this upgrade.

The APWU accepts the staffing matrix proposed in MMO-057-12.

The APWU accepts the method of counting the Maintenance employees supported in the new MMO.

The proposed staffing is applicable to Network Distribution Centers (NDCs) as stated in the new MMO.

The new MMO will contain language permitting local management to request authorization for additional Maintenance Support Clerk positions based on local circumstances.

The new MMO will be applied to both gaining and losing offices at the time employees are to be reassigned under Article 12 due to the implementation of an approved Area Mail Processing (AMP), network consolidation, or network rationalization.

The new MMO may be used as justification for reversion of a MSC duty assignment as the duty assignment becomes vacant.

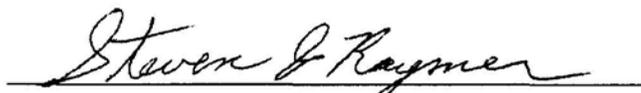
There will be no other involuntary reassignment taken based on the new MMO prior to one year from the date of issuance of the new MMO. One year from the date of issuance further remaining staffing adjustments may be made in accordance with the provisions of the collective bargaining agreement.

Please sign and return the enclosed copy of this decision as your acknowledgment of agreement.

Sincerely,



Terry C. LeFevre  
Labor Relations Specialist  
Contract Administration (APWU)  
United States Postal Service



Steven G. Raymer  
Director  
Maintenance Division  
American Postal Workers Union, AFL-CIO

Date: May 9, 2012

MAINTENANCE TECHNICAL SUPPORT CENTER  
HEADQUARTERS MAINTENANCE OPERATIONS  
UNITED STATES POSTAL SERVICE



# Maintenance Management Order

**SUBJECT:** Updated Staffing Criteria for Maintenance Support Clerk (MSC) Positions

**DATE:** June 16, 2012

**NO:** MMO-057-12

**TO:** All Maintenance Capable Offices  
Area Maintenance Offices

**FILE CODE:** M

rtho:mm11138ae

This Maintenance Management Order (MMO) updates staffing criteria for the Maintenance Support Clerk (MSC) P7-07, Occupation Code: 0303-02XX and Maintenance Support Clerk (MSC) P7-06, Occupation Code: 0303-01XX positions. The updated staffing formula supersedes the staffing criteria originally released within MMO-074-00, Work Hour Estimator Program (WHEP).

Headquarters Maintenance Operations recently reviewed the MSC function to determine the correct number of MSC employees needed at each facility to support maintenance operations. Numerous facilities were visited and MSC duties were observed on all tours. Employees were surveyed concerning their performance and frequency of performance on the various tasks found in their standard position descriptions (SPD). Management was also surveyed regarding the employee tasks performed relative to the position descriptions.

During their site visits, the team found many of the position duties are not performed at all, are performed less frequently, or are completed more efficiently through the use of technology. The impact of the improvements in technology and in the computerized maintenance management system has resulted in the elimination or significant reduction in work task requirements to support the maintenance operation.

Therefore, based on the results of the national review, staffing criteria for MSC positions have been updated. A new staffing calculation has been developed to correctly align the current workload to the number of authorized positions.

These changes are included in a new staffing calculation to align the current workload to the number of authorized positions needed to support maintenance operations. This new staffing table follows the same format as the original, and utilizes new calculated thresholds to determine the complement required to support the workload at a facility.

The new staffing matrix takes into consideration the following workload associated with the major components of the MSC operation:

- Total maintenance employees supported
- Stockroom levels including line items and cost
- Stockroom issue and receipt transactions
- Total equipment supported
- The facility size
- Procurement and contract activities
- Field Maintenance Operations /Facility Single Source Provider

The new matrix considers the changes in workload and expands the range for the number of positions supported to assign the total number of authorized MSC positions. The new MSC recommended staffing matrix will be incorporated into current staffing MMOs for both P&DCs and NDCs.

The updated staffing criteria will be corrected within the official copy of MMO-074-00.

In addition, any printed hard copies will require pen and ink changes to reflect the updated information.

The following is a summary of the changes required:

MMO-074-00; Work Hour Estimator Program (WHEP)  
Attachment 1; Page 16, Paragraph g

**Bulletin currently states:**

g. Maintenance Operations Support

- 1) The WHEP will calculate the number of recommended MOS positions based on the chart below.

Number of positions supported	0-14	15-29	30-44	45-59	60-74	75-89	90-104	105-124	125-144	145-164	165-184	185-204
MOS Positions Authorized	0-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10	11
Number of positions supported	205-229	230-254	255-279	290-304	305-334	335-364	365-394	395-424	425-454	455-484	485-514	
MOS Positions Authorized	12	13	14	15	16	17	18	19	20	21	22	

- 2) The WHEP will display this calculated value as a default value. This value can be modified as local conditions warrant.

**Change to State:**

g. Maintenance Support Clerk

- 1) The WHEP will calculate the number of recommended MSC positions based on the chart below.

Number of positions supported	0-19	20-39	40-59	60-79	80-100	101-125	126-150	151-175	176-200	201-225	226-250	251-285
MSC Positions Authorized	0	1	2	3	4	5	6	7	8	9	10	11
Number of positions supported	286-320	321-355	356-390	391-425	426-460	461-495	496-530	531-565	566-600	601-635	636-670	671-705
MSC Positions Authorized	12	13	14	15	16	17	18	19	20	21	22	23

- 2) In addition to the number of recommended MSC positions based on the above chart, NDC's are allocated one (1) additional MSC position provided there are at least 20 maintenance positions supported.
- 3) Number of positions supported calculation in WHEP does not include Station/Branch maintenance personnel.
- 4) The local site may request a variance to the Maintenance Support Clerk staffing chart, adding one additional Maintenance Support Clerk position. The Area Office will consider the request and, based on site specific requirements, may approve one additional Maintenance Support Clerk position.

Direct any questions or comments concerning this bulletin to the HelpDesk, Maintenance Technical Support Center, P.O. Box 1600, Norman OK 73070-1600; telephone (405) 573-2123 or toll free (800) 366-4123.



Robert E. Albert  
 Manager  
 Maintenance Technical Support Center  
 HQ Maintenance Operations