

**MEMORANDUM OF UNDERSTANDING**  
**BETWEEN THE**  
**UNITED STATES POSTAL SERVICE**  
**AND THE**  
**AMERICAN POSTAL WORKERS UNION, AFL-CIO**

**Re: Wichita Customer Care Center Full-Time Traditional Duty Assignment Complement Increase**

The parties agree to the following procedures for additional bargaining unit staffing at the Customer Care Center (CCC) located in Wichita, Kansas.

1. The Postal Service agrees to establish 120 additional Clerk Craft bargaining unit duty assignments at the Wichita CCC. The Wichita CCC will remain part of the Wichita bid cluster. These duty assignments will consist of:
  - a. Customer Care Agents, Tier 1 (P7-06), Occupation Code: 2320-0010
2. No fewer than 120 bargaining unit duty assignments at the Wichita CCC, as described in #1 above, will be posted to the Wichita bid cluster no later than the first bid cycle in October 2019. All 120 new duty assignments will be posted in the same bid cycle with the same posting date. In accordance with Article 8.2.C, as far as practicable the jobs shall be posted with consecutive days off.
3. After the initial bid cycle, any remaining unassigned regular (UAR) Clerk Craft employees will be assigned to residual duty assignments in accordance with Article 37.4.
4. In order to minimize any negative operational impact on Function 1 (F1) and Function 4 (F4) operations within the Wichita bid cluster, 52 current Postal Support Employees (PSEs) within the installation will be converted to UAR status no later than September 14, 2019. This action is to provide adequate coverage for vacancies created by the posting and bidding of the 120 additional CCC duty assignments.
5. The District may concurrently hire 145 PSEs, 52 of which will be utilized to backfill the F1 & F4 assignments of the PSEs converted in accordance with #4 above. If the hiring of these 145 PSEs causes the District to temporarily exceed the District PSE Cap, the District will come into compliance with the PSE Cap no later than 90 days from the signing of this MOU (except for the Peak Season).
6. The installation may retain five (5) window trained UARs (PSEs that were converted in accordance with #4 above) until their replacements are trained and qualified.
7. Training for the senior bidders on the newly established CCC duty assignments will be in accordance with Article 37. Senior bidders will report to their new duty assignments and schedules upon completion of the 4-week training period. Senior bidders will remain in their current assignment and schedule until they report for training.
8. It is anticipated that a significant number of the PSEs converted in accordance with #4 above will bid on, or be assigned to, residual vacancies generated by the posting of the new duty assignments in the CCC. The CCC may initiate training as soon as possible to expedite

placement in the new assignments, as long as this advanced training does not negatively impact F1 & F4 operations. This training does not guarantee placement into a CCC duty assignment, but is only provided to expedite placement if a PSE, converted in accordance with this agreement, is a successful bidder, or otherwise placed in a CCC duty assignment in accordance with this MOU and the collective bargaining agreement.

The parties further agree to discuss at the national level any unforeseen circumstances that may arise during this transition process involving the 120 additional bargaining unit duty assignments at the Wichita CCC. Any disputes arising from application of this MOU will be addressed by the signatories at the national level.

This agreement shall be without precedent and cannot be cited by either party in any forum for purposes other than enforcing or interpreting the provisions contained herein.



Rickey R. Dean  
Manager, Contract Administration  
United States Postal Service

Date 8/19/2019



Lamont Brooks  
Assistant Director, Clerk Division  
American Postal Workers Union,  
AFL-CIO

Date 8/19/2019