# **Federal Executive Mail Manager Competency Model**

**Purpose:** The Federal Executive Mail Manager Competency Model is designed to facilitate a Federal Mail Management Training Program, which has the following goals:

* Establish a benchmark of excellence for federal mail managers;
* Teach and manage a federal mail staff with this training knowledge;
* Include a respected group of federal professionals who have proven commitment to federal mail management;
* Demonstrate the highest level of excellence in knowledge, competence, and skills in the interpretation and use of the federal mail management policies and processes;
* Offer federal agencies the ease of mind that comes from knowing they have selected a mail manager who has successfully met the requirements of a respected credential.

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| **POSITION** | **COMPETENCY** | RESPONSIBILITIES | DESCRIPTION | SUGGESTED COURSES |
| **MAIL CENTER WORKER** |  |  |  |  |
| **Mail Center Worker** | Mail Center Operations |  | * Federal Operational Reporting * Knowledgeable of federal mail center operations to lead the mail processing function, and ensure mail is processed by the requirements of all service providers * Implementation of policies and procedures required by the agency * Cost control procedures * Cost-effective changes * Large mailings * Awareness of Mail piece design * Mail center design * Mail list management * Electronic transmission of data in lieu of mail, * New technologies * Expedited mail couriers, * Private Express Statutes, * Equipment and personnel; * Unauthorized use, loss, or theft of postage, * Unauthorized use stamps, * Internal security, * Training opportunities, * Hazardous materials, | * National Postal Forum 2015 <http://www.npf.org/> |
|  | Mail Center Safety and Security |  | * Implement the mail security plan. * Polices and procedures for safe and secure operations * Procedures for handling all incoming mail * Attend security training for mail center personnel * Procedures for ensuring compliance with the standards established by the Interagency Security Committee * Participate in quarterly review of agency’s security measures and facility-level security plans |  |