# **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/>
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|  | 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
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