



**POSTAL REGULATORY COMMISSION  
JOB VACANCY NOTICE  
VACANCY NUMBER: PRC 03-12  
OPEN: February 7, 2012  
CLOSE: February 17, 2012**

**POSITION TITLE:** RECEPTIONIST  
**GRADE:** PRC- 1  
**SALARY RANGE:** \$40,439 - \$64,701  
**LOCATION:** POSTAL REGULATORY COMMISSION  
OFFICE OF SECRETARY AND ADMINISTRATION  
901 NEW YORK AVENUE, NW, SUITE 200  
WASHINGTON, DC 20268-0001  
**WHO MAY BE:** OPEN TO ALL US CITIZENS  
**CONSIDERED**

The Postal Regulatory Commission has an exciting opportunity for a highly motivated and skilled person with experience in the field of consumer affairs or a related field.

**OVERVIEW**

The Postal Regulatory Commission is a small, independent agency that is part of the executive branch of the Federal government. As a small agency, we provide the opportunity to work in a professional and collegial environment with talented and committed staff.

The incumbent will perform a full range of administrative services for the Office of the Secretary and Administration. Duties will include serving as a receptionist responsible for receiving calls and visitors courteously, asking pertinent questions tactfully, and giving information and directions; maintaining all records and preparing recurring call and visitor logs; and other clerical duties. Other duties as assigned.

**MAJOR DUTIES AND RESPONSIBILITIES**

- Answers the main phone number, directs calls, maintains daily a visitor and call log, answers daily inquiries from the public and other agency personnel concerning Commission functions and policies;
- Receives deliveries on behalf of the Commission;
- Greets and receives visitors and advises Commission host of their arrival;
- Maintains a professional and welcoming environment in the reception area;
- Performs administrative and clerical tasks under direction of staff;
- Works with clients and/or customers to assess their needs; provides information or assistance to help resolve their problems or satisfy their expectations; and
- Shows friendliness, courtesy and politeness to others; may include effectively dealing with individuals who are difficult.

## **QUALIFICATIONS AND EVALUATION**

You will be evaluated and ranked by a screening panel based on evidence of your ability to successfully perform the duties of the position. The best qualified applicants will be referred to the hiring manager for further consideration and possible interviews. After making a tentative job offer, we will conduct a suitability/security background investigation. We expect to make a final job offer within 40 days after the deadline for applications. You will be notified of the outcome.

To be eligible for consideration, candidates must have experience that has equipped them with the ability, skill and knowledge to successfully perform the duties of this position. Applicants must meet the mandatory qualifications described below.

### **Minimum Federal Qualification Requirements**

Qualifying experience for the PRC-01 level includes six (6) months of general experience in clerical, office, or other work which indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position.

### **Mandatory Qualifications**

1. Clerical skills including proficiency in the Microsoft Office Suite.
2. Ability to effectively communicate concepts both orally and in writing;
3. Ability to organize time and tasks to successfully complete activities;
4. Ability to collaborate with others in a team; and
5. Problem solving, critical thinking/analytical, and investigative/research skills a plus.

### **Desired Qualifications**

1. Participate as an integral team member in the format and design of print and web publications, with particular emphasis on ensuring that work is completed in an accurate and timely manner.
2. Skills in techniques of design, layout principles, illustration and concepts for the conception, planning and creation of a variety of complex projects for the successful production of print and web publications.

### **Substitution of Education for Experience**

The candidate is expected to have a high school diploma or the equivalent, but a four year college degree is preferred. The experience requirements for the PRC-01 level may be met by completion of one full year of full-time academic study in an accredited business, secretarial or technical school, junior college, college or university.

Completion of an intensive, specialized course of study of less than one year (usually of at least 3 months duration) may meet in full the experience requirements. Such courses may have been obtained through a variety of programs such as those offered by business or technical schools, and through military training programs. The course must have been designed specifically as career preparation for the work of the position being filled, and must have provided the applicant with the necessary knowledge, skills, and abilities to do the work.

## Combining Education and Experience

Equivalent combinations of successfully completed post high school education and experience may be used to meet the total experience requirements.

## BENEFITS AND OTHER INFO

### Benefits

You may participate in the **Federal Employees Health Benefits** program, with costs shared with your employer. More info: <http://www.usajobs.gov/jobextrainfo.asp#FEHB>.

**Life insurance** coverage is provided. More info: <http://www.usajobs.gov/jobextrainfo.asp#life>

**Long-Term Care Insurance** is offered and carries into your retirement. More info: <http://www.usajobs.gov/jobextrainfo.asp#ltci>

New employees are automatically covered by the **Federal Employees Retirement System** (FERS). If you are transferring from another agency and covered by CSRS, you may continue in this program. More info: <http://www.usajobs.gov/jobextrainfo.asp#retr>

You will earn **annual vacation leave**. More info: <http://www.usajobs.gov/jobextrainfo.asp#VACA>

You will earn **sick leave**. More info: <http://www.usajobs.gov/jobextrainfo.asp#SKLV>

You will be paid for **federal holidays** that fall within your regularly scheduled tour of duty. More info: <http://www.usajobs.gov/jobextrainfo.asp#HOLI>

**Tele-work / telecommuting** may be made available after you have come on board. More info: <http://www.usajobs.gov/jobextrainfo.asp#TELE>

**Alternative work schedule** options are available.

If you use public transportation, part of your **transportation costs** may be subsidized. Our human resources office can provide additional information on how this program is run.

You can use **Health Care Flexible Spending Accounts** for expenses that are tax-deductible, but not reimbursed by any other source, including out-of-pocket expenses and non-covered benefits under their FEHB plans. More Info: <http://www.usajobs.gov/jobextrainfo.asp#FSA>

## OTHER INFORMATION

**Relocation expenses** are not authorized.

You must be a **U.S. citizen or national** to be eligible for this position.

The U.S. Postal Regulatory Commission is an Equal Opportunity Employer. Selection for this position will be made solely on the basis of merit, fitness for duty, and job related qualifications without regard to race, gender, religion, color, age, marital status, national origin, non-disqualifying handicapping condition, or any other non-merit factor. Applications will not be accepted if you use franked envelopes, or postage paid agency envelopes or metered mail.

### Reasonable accommodation

If you need reasonable accommodation for a disability, please contact Sherri Proctor at 202-789-6869. If you have a hearing impairment, you may call the Federal Information Relay Service at 1-800-877-8339 for assistance in contacting the person named above.

## **EEO Policy Statement**

The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

## **Veterans Information**

Veterans who served on active duty in the U.S. Armed Forces and were separated under honorable conditions may be eligible for veterans' preference. For service beginning after October 15, 1976, the veteran must have served the required length of time and have a Campaign Badge, Expeditionary Medal, a service-connected disability, or have served in the Gulf War between August 2, 1990, and January 2, 1992.

The Veterans Employment Opportunity Act (VEOA) gives veterans access to job vacancies that might otherwise be closed to them. The law allows eligible veterans to compete for vacancies advertised under agency's promotion procedures when the agency is seeking applications from outside of its own workforce.

To claim veterans' preference, veterans should be ready to provide a copy of their DD-214, Certificate of Release or Discharge from Active Duty, or other proof. Veterans with service connected disability and others claiming 10 point preference will need to submit Form SF-15, Application for 10-point Veterans' Preference.

For more specifics on all veterans employment issues such as Veterans preference or special appointing authorities see the VetGuide.

## **Legal and Regulatory Guidance**

*Social Security Number* - Your Social Security Number is requested under the authority of Executive Order 9397 to uniquely identify your records from those of other applicants who may have the same name. As allowed by law or Presidential directive, your Social Security Number is used to seek information about you from employers, schools, banks, and others who may know you. Failure to provide your Social Security Number on your application materials, will result in your application not being processed.

*Privacy Act* - Privacy Act Notice (PL 93-579): The information requested here is used to determine qualifications for employment and is authorized under Title 5 U.S.C. 3302 and 3361.

*Signature* - Before you are hired, you will be required to sign and certify the accuracy of the information in your application.

*False Statements* - If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be subject to fine, imprisonment, or other disciplinary action.

*Selective Service* - If you are a male applicant born after December 31, 1959, you must certify that you have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law.

**WHAT TO EXPECT NEXT:**

Once your complete application is received, we will conduct an evaluation of your qualifications and determine your ranking. The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. You will be notified of the outcome.

**HOW TO APPLY****Applicants are required to submit the following:**

1. Resume showing relevant experience; (cover letter optional)
2. Veteran's Preference documentation: DD214, VA letter, SF-15 (if claiming 10 pt. preference)

**Applicants are strongly encouraged to submit:**

1. Cover letter, one page maximum
2. Five-year salary history
3. Optional Form 3046-0466, Demographic Information on Applicants (voluntary)

**Submit application or resume to:**

4. Email: [prc0312@prc.gov](mailto:prc0312@prc.gov)
5. Postal Regulatory Commission  
Attn: Personnel Officer  
Vacancy Number: PRC 03-12  
901 New York Avenue, NW, Suite 200  
Washington, DC 20268-0001
6. Faxed applications will be accepted, fax to 202-552-0862.

All applications must be received by 5 pm on February 17, 2012.

**For more information:**

You can get forms and additional information by contacting Sherri Proctor at 202-789-6869.