

(A) DISTRICT MANAGER, CUSTOMER SERVICE & SALES
RIO GRANDE DISTRICT



7010 0780 0002 4079 4566
Ret Rec.

January 24, 2012

Alex Aleman
President, APWU/SAAAL
13102 Lookout Run
San Antonio, TX 78233-5158

RECEIVED
JAN 25 2012
SAN ANTONIO
ALAMO AREA LOCAL

Subject: APWU Request for Information

Attached is the response requested on January 18, 2012, regarding information on the Customer Contact Concierge (CCC) program.

Should you require additional information concerning CCC processes, please contact the Rio Grande District Consumer & Industry Contact (CIC) Manager Cathy Carmona at (210) 368-1699.

A handwritten signature in black ink, appearing to read "William J. Mitchell".

William J. Mitchell

Enclosure

cc: SWA Manager Human Resources
Rio Grande Manager Human Resources
Rio Grande Manager Marketing
Rio Grande Manager CIC

APWU Request for Information & Documentation

Rio Customer Contact Concierge Process

Date of request: JANUARY 18, 2012

Date DM received: January 19, 2012

1. This request for information pertains to the implementation of the Customer Service Concierge (CCC) program in the Rio Grande District, more specifically the San Antonio Post Office and surrounding Associate Offices represented.
2. Why wasn't the Union notified about the Customer Service Concierge Program?
Answer: It was our intent to notify the Union and will proceed to do so Wednesday, January 25, 2012, at a prescheduled Union/DM meeting.
3. Who is responsible for overseeing the Customer Service Concierge Program?
Answer: District Coordinator Cathy Carmona & District Co-coordinator Ileana Garcia will oversee the Rio Grande's Customer Contact Concierge (CCC) program.
4. Who are the two (2) Customer Contact Concierge (1 EAS & 1 Craft) for each office?
Answer: They have not been selected at this point; however, two employees at each unit (Level 21 Units) who are passionate for improving customer satisfaction will be selected.
5. When and where is the Customer Contact concierge training going to be conducted?
Answer: CCC training was conducted to management EAS via Outlook Meeting Place from January 10 – 12, 2012, and will continue via each MPOO CCC EAS Train the Trainer designee.
6. The Union is requesting to have union representative present at the CCC training.
Answer: The Rio Grande District CCC Coordinator Cathy Carmona (designee) will provide an overview and training to APWU upon your availability.
7. Copy of the job description for the Customer Contact Concierge
Answer: There is no job description.
8. What are the qualification standards to be a Customer Contact Concierge?
Answer: There are no formal qualification standards; however selection will be made from those who are passionate for improving customer satisfaction. All craft employees can be considered.
9. What function and labor distribution code will the Customer contact Concierge be in?
Answer: The function and labor distribution code will be the current functions of the craft employee selected.
10. Copy of the duties and responsibilities of the customer contact concierge
Answer: The duties and responsibilities of the CCC will be the current duties and responsibilities of the craft employee selected.
11. What is the pay level for the Customer Contact Concierge?
Answer: The pay level of the CCC will be the current pay level of the craft employee selected.
12. Is the Customer Contact Concierge considered EAS
Answer: The CCC has 1 EAS and 1 Craft employee assigned to the program; however, the craft employee is not considered as EAS.

1. This request for information pertains to the implementation of the Customer Service Concierge (CCC) program in the Rio Grande District, more specifically the San Antonio Post Office and surrounding Associate Offices represented.

2. What is the craft designation for the customer contact?

Answer: There is no craft designation.

3. What is the selection method for the Customer contact Concierge?

Answer: Management at each installation will make the selection of both members.

4. What are the examination requirements for the Customer Contact Concierge?

Answer: NONE

5. Will the Customer contact concierge be required access to a computer?

Answer: Yes (Will also include E Customer Care training and access)

6. What computer programs will be required to obtain as the Customer contact concierge?

Answer: eCustomer Care



CLASS ACTION OR PERSON (Last Name First)
CLASS ACTION

NATURE OF ALLEGATION
BARGAINING UNIT WORK/CROSSING CRAFTS

0310 3490 0000 6412 1950

JANUARY 18, 2012

DATE OF REQUEST

TO: WILLIAM J. MITCHELL

TITLE: (A) DISTRICT MANAGER, RIO GRANDE

FROM: ALEX ALEMAN

TITLE: LOCAL PRESIDENT

SUBJECT: REQUEST FOR INFORMATION AND DOCUMENTATION RELATIVE TO PROCESSING A GRIEVANCE

We request that the following documents and/or witnesses be made available to us in order to properly identify whether or not a grievance does exist and, if so, their relevancy to the grievance:

	Information provided ?	YES	NO
1. THIS REQUEST FOR INFORMATION PERTAINS TO THE IMPLEMENTATION OF THE CUSTOMER SERVICE	()	()	()
2. CONGIERGE (CCC) PROGRAM IN THE RIO GRANDE DISTRICT, MORE SPECIFICALLY THE SAN ANTONIO	()	()	()
3. POST OFFICE AND SURROUNDING ASSOCIATE OFFICES WE REPRESENT.	()	()	()
4. WHY WASN'T THE UNION NOTIFIED ABOUT THE CUSTOMER SERVICE CONGIERGE PROGAM?	()	()	()
5. WHO IS RESPONSIBLE FOR OVERSEEING THE CUSTOMER SERVICE CONGIERGE PROGAM?	()	()	()
6. WHO ARE THE TWO (2) CUSTOMER CONTACT CONGIERGE (1 EAS & 1 CRAFT) FOR EACH OFFICE?	()	()	()
7. WHEN AND WHERE IS THE CUSTOMER CONTACT CONGIERGE TRAINING GOING TO BE CONDUCTED?	()	()	()
8. THE UNION IS REQUESTING TO HAVE UNION REPRESENTATIVE PRESENT AT THE CCC TRAINING.	()	()	()
9. COPY OF THE JOB DESCRIPTION FOR THE CUSTOMER CONTACT CONGIERGE.	()	()	()
10. WHAT ARE YOU THE QUALIFICATION STANDARDS TO BE A CUSTOMER CONTACT CONGIERGE?	()	()	()
11. WHAT FUNCTION AND LABOR DISTRIBUTION CODE WILL THE CUSTOMER CONTACT CONGIERGE BE IN?	()	()	()
12. COPY OF THE DUTIES AND RESPONSIBILITIES OF THE CUSTOMER CONTACT CONGIERGE.	()	()	()
13. WHAT IS THE PAY LEVLE FOR THE CUSTOMER CONTACT CONGIERGE?	()	()	()
14. IS THE CUSTOMER CONTACT CONGIERGE CONSIDERED EAS?	()	()	()

NOTE: Article 17, Section 3 requires the Employer to provide for review all documents, files, and other records necessary in processing a grievance. Article 31, Section 3, requires that the Employer make available for inspection by the Unions all relevant information necessary for collective bargaining or the enforcement, administration or interpretation of this Agreement. Under 8 a (5) of the National Labor Relations Act it is an Unfair Labor Practice for the Employer to fail to supply relevant information for the purpose of collective bargaining. Grievance processing is an extension of the collective bargaining process.

REQUEST APPROVED

REQUEST DENIED

DATE

SIGNED



American Postal Workers Union, AFL-CIO

INFORMATION REQUEST

CLASS ACTION OR PERSON (Last Name First) CLASS ACTION	NATURE OF ALLEGATION BARGAINING UNIT WORK/CROSSING CRAFTS
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0310 3490 0000 6412 1950

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3. POST OFFICE AND SURROUNDING ASSOCIATE OFFICES WE REPRESENT.	()	()	()
4. WHAT IS THE CRAFT DESIGNATION FOR THE CUSTOMER CONTACT?	()	()	()
5. WHAT IS THE SELECTION METHOD FOR THE CUSTOMER CONTACT CONGIERGE?	()	()	()
6. WHAT ARE THE EXAMINATION REQUIREMENTS FOR THE CUSTOMER CONTACT CONGIERGE?	()	()	()
7. WILL THE CUSTOMER CONTACT CONGIERGE BE REQUIRED ACCESS TO A COMPUTER?	()	()	()
8. WHAT COMPUTER PROGRAMS WILL BE REQUIRED TO OBTAIN AS THE CUSTOMER CONTACT CONGIERGE?	()	()	()
9. _____	()	()	()
10. _____	()	()	()
11. DELIVERY CONFIRMATION # 0310 3490 0000 6412 1950	()	()	()
12. IF YOU HAVE ANY QUESTIONS CONCERNING THIS REQUET FOR INFORMATION CALL ME AT 210-789-3426.	()	()	()
13. SEND INFORMATION TO ATTENTION: ALEX ALEMAN, LOCAL PRESIDENT, 13102 LOOKOUT RUN,	()	()	()
14. SAN ANTONIO, TEXAS 78233. eMAIL ADDRESS: alexaleman0195@att.net FAX: 210-224-6221. PAGE 2 of 2	()	()	()

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SIGNED

ALL EMPLOYEE SERVICE TALK

Customer Contact Concierge Program

In support of the Postmaster General's objective of improving the customer contact experience in FY2012, the Rio Grande District has accepted the challenge to lead the nation and improve Customer Contact by year end.

Effective this Saturday, January 14, 2012, the Rio Grande Customer Contact & Industry (CIC) Office will implement immediately the "Customer Contact Concierge" (CCC) program to support and enhance our ability to improve the customer's contact experience down to the local level.

Recent YTD 2012 (month November) data for Rio Grande's Customer Experience Measurement (CEM) Survey - both residential and small medium business, reflects that customers' score their most recent "CONTACT" experience with us at 49.35.

This score in many cases represents that at the local level, there is a lack of knowledge, follow through, and ownership of the process for resolving customer complaints, which negatively affects customer satisfaction.

This week all Rio Grande Offices will participate in the Customer Contact Concierge training which entails the following processes:

- Each office will have Two (2) CCC employees at each unit trained and accountable (1 EAS & 1 Craft) who will then train backups.
- The CCCs will handle all Customer Contact Issues at the Local Office – Phone and Walk-ins daily
- All MPOO/HPMs, their Secretaries, CRCs and CEM Trainers will be trained
- Everyone trained will be required to obtain eCC access & eCC Training
- Those offices not on MYPO, will still be required to be trained and utilize the Inquiry Form

At the end of the training, Customer Contact Concierge's will be able to:

- Identify the various types of customer behaviors
- Learn different strategies for handling difficult customers
- Take ownership of customer issues
- Utilize Job Aids to ensure complete resolution of issues timely within 24 hours
- Input issues into eCC daily

We know that by improving telephone and walk-in interactions between the customer and the local post office, we will soon experience the greatest impact on overall satisfaction. We also know that by having the Concierges interact with the customers, understand their issues and take ownership, the time it takes to return a resolution to the customer will improve.

The Customer Contact Concierges will be the Champions for standardizing the complaints handling process and this will allow the Postal Service to win each time our customers have a positive experience at their local Post Office.

Thank you!