

MAINTENANCE CRAFT
PROMOTION ELIGIBILITY REGISTERS
OPEN SEASON

USPS DOCUMENTATION

2003 MAINTENANCE IN-CRAFT OPEN SEASON INSTRUCTIONS

IN-SERVICE AND ENTRANCE ANNOUNCEMENTS

Previously in-service and entrance testing were closed during Open Season because experience has shown that offices often overtaxed their resources. We have a contractual obligation to finish Open Season by August 28, 2003. However, during the 1997 Open Season, we developed an in-service process and two options for entrance testing that can be allowed without further permission from the National Test Administration Center (NTAC).

Do not open the entrance test unless you are prepared to commit the resources to ensure that Open Season deadlines are still met. Opening the entrance test places a significant additional burden on Human Resources at a critical time.

In-service testing during Open Season is permitted if the enclosed timelines are followed. However, it also will require a significant additional commitment of resources from both Human Resources and Maintenance to open the In-service and meet the Open Season. In addition, since many in-craft applicants can and will apply for the In-service, the interrelationship of their components will greatly complicate the administrative part of Open Season. We are providing guidelines that will permit you to open the In-service but that does not mean we are recommending it. Exceptions to these In-service timelines cannot be granted.

UPDATES AND NEW TO CRAFT

We will continue to process updates and employees new to the Maintenance Craft in the usual manner. New-to-craft employees should not use the Open Season process in lieu of the new-to-craft process. It does make a difference. Employees who joined maintenance before the open season register date (March 31, 2003) benefit from their earlier register date. The register date for a new-to-craft employee is the date they joined the Maintenance Craft. Those who joined after March 31 are not eligible for the Open Season process.

APPLICANTS ELIGIBLE FOR OPEN SEASON

In-craft maintenance employees who are not on a promotion eligibility register (PER) or the ineligible list for a PER may apply for that PER during the 2003 Maintenance Open Season.

ONLY In-craft Maintenance employees who have not completed the In-craft process for a group since January, 1989, will need processing beyond completing the Employee Maintenance Position Selection Form. Maintenance employees who have completed the In-craft process since January 1, 1989, will be placed on the PER or Ineligible list for a PER with that most recent rating.

NOTE: Special rules apply to applicants who meet above criteria, but are on a PER in a group with a Pre-1989 rating and wish to apply for another PER in that Group. If an applicant in this category wishes to apply, Contact NTAC for special instructions.

PROCEDURES FOR NON-MSS POSITIONS

Non-Maintenance Selection System Maintenance Craft positions authorized at an installation must be open for In-craft application during the March open season application period. All Maintenance Craft employees who previously abandoned or never applied for non-MSS positions may apply for PER inclusion during this open season.

Employees who apply must satisfy the current examination requirements for the position. The rating results of an employee's effort to qualify, whether eligible, ineligible, or a numerical score, are required should the employee wish to request an update of these requirements at a later date. Normally, the qualification review panel is only required when examination requirements are met. However, under the Maintenance In-craft procedures, it is necessary to convene a review panel to determine the applicant's overall qualifications. Please refer to section 728 in Handbook EL-312, *Employment and Placement*, for guidance on evaluating proficiency requirements. See also Article 38, Section 5.B.8 for procedures regarding the banding of scores.

APPLICANTS NOT ELIGIBLE FOR OPEN SEASON

Maintenance employees already on a PER or ineligible list for a PER may not reapply for that PER. **The Update process is the only method available to improve a rating once the process has been completed.**

TIME LIMIT FOR OPEN SEASON

Article 38, Section 5.B.7 of the 2000 National Agreement reads in part: "The employees who apply will receive the results of their application(s) no later than one hundred fifty (150) days from March 31, provided the applications have been properly completed by the applicants." For this **Open Season that will end on August 28, 2003.**

OPEN SEASON - MILITARY SERVICE

Current Maintenance Craft employees who miss the March 2003 Open Season because of active military service (NOA Code 460, Special Benefit Code U), must be afforded an opportunity to participate in the open season process upon their return.

Within 14 calendar days of their return to work, offices must notify these employees of the opportunity to apply for inclusion on the appropriate promotional eligibility register(s) as provided in Article 38.5.B.7 and these instructions.

Employees who are activated prior to March 1, 2003, may submit an open season application prior to their departure. Do not separate these forms - include with all other applications submitted to NTAC.

Due to the likely possibility for extended call-ups, it is also suggested that the employee's file be annotated with a reminder that the employee is eligible for open season upon their return.

Any questions should be sent via email to NTAC MSS.

VARIATIONS IN OPEN SEASON TIME FRAMES

Any local variation to the timelines must be approved, in advance, by NTAC. Any office that completes Phase II early should contact NTAC for permission to begin Phase III early.

PHASE 1 – APPLICATION PROCESS

Step 1 - Post Announcement

Using the sample announcement included, add information on where applicants can pick up the Employee Maintenance Position Selection Form. Post a listing of the available registers in your facility with the announcement. **Post by March 1, 2003, and remove the posting at close of business March 31, 2003.**

Step 2 - Make Employee Maintenance Position Selection Form available to applicants and accept completed forms

The Employee Maintenance Position Selection Form was sent to you via email. Modify the form locally by deleting jobs not available in your facility. Make sure the announcement tells the employees where to obtain these forms. The forms must be available no later than March 1 and must not be accepted after the close of business on March 31.

Step 3 - Provide CSA Booklet to applicants who complete the Employee Maintenance Position Selection Form

When an applicant returns the completed Employee Maintenance Position Selection Form (no later than the close of business March 31), provide the CSA booklet to any applicant who has not completed the In-craft MSS process for the groups requested since January 1, 1989. Do not give CSA booklets to any applicant who has a review panel evaluation dated April 1, 2002 or later on file. That review panel will be used and filling out a CSA booklet is a waste of time and effort. In this circumstance, give the applicants the Employee Maintenance Application (EMA) form immediately.

You do not need to keep track of who gets a CSA Booklet. If an employee picks up a CSA booklet but does not return it, no further action is required. The employee does not complete the EMA form and you do not have to process an abandon action for the individual. The individual is considered a non-applicant.

Step 4 - Accept completed CSA booklet and provide employee with EMA Form

When an employee returns a completed CSA booklet, provide him/her with an Employee Maintenance Application (EMA) Form. Have the employee complete the form immediately. The CSA booklet and EMA form must be completed by the close of business April 21, regardless of when applicant picked up the booklet.

Step 5 - Review and Ship EMA Forms to NTAC via Registered Mail

The register date for Open Season is March 31, 2003. **Only EMA forms with a Register date of March 31, 2003, will be processed under the Open Season rules. This is an important date.** Check all EMA forms to make sure the March 31 date is used.

You must review the EMA forms carefully for accuracy and completion before submission. Return all EMA forms in **one** package under cover of a Maintenance Selection System Cover Sheet, Form 8051, to NTAC via Registered Mail on April 24. If all applicants have returned CSA booklets before that date, retain them until April 24, and then ship them to NTAC.

Step 6 - Determine test materials required

By May 5, 2003, NTAC will supply your office, by email, a "Review-Non-Update Only" report for review to determine how many of the Open Season applicants require an exam. If additional examination material is required, they must be ordered by **May 5, 2003. Only order extra material if needed after this review.**

PHASE II- REVIEW PANEL PROCESS

Step 1 - Schedule review panels/examinations, based on "Review-Non-Update Only" Report

Schedule review panels to take place between May 8 and June 16.

Between May 8 and 12, tentatively schedule examinations to take place July 7 through August 11.

Step 2 - Conduct review panels

Any required review panels must be conducted between May 8 and June 16. You must submit review panel evaluation forms to NTAC for processing as they are completed. However, the last day to mail the review panel evaluation forms to NTAC is June 16.

Cancel scheduled examinations for applicants who abandoned the review panel process.

PHASE III - EXAMINATION AND SUPERVISOR EVALUATION PROCESS

Step 1 – Review - Non Updates Only

NTAC will provide a "Review-Non Updates Only" report via email to offices by June 30, 2003. Review the data and determine which applicants need examination or supervisor evaluations.

Step 2 - Conduct Examinations

All examinations must be conducted between July 7 and August 11. The last examinations for Open Season must be returned to NTAC by August 14. Examinations must be forwarded to NTAC as each session is completed.

Step 3 - Supervisor Evaluation

Only one supervisor evaluation is required for an applicant. Do not submit a new evaluation if the "Review-Non-Updates Only" report shows that the applicant already has one. All supervisor evaluations must be completed between July 7 and August 11. Supervisor evaluations must be forwarded to NTAC as they are completed. Completed supervisor evaluations must be reviewed and sent to NTAC no later than August 14.

Step 4 - Final Processing

From July 17 to August 24, NTAC will process and print results as final component after all applicant components have been received.

SAMPLE ANNOUNCEMENT

2003 MAINTENANCE IN-CRAFT OPEN SEASON

The Maintenance In-craft 2003 Open Season application period runs from March 1 through March 31, 2003.

In-craft maintenance employees are eligible to apply for any register authorized in this office (see attached list) if they are not currently on that register. **NOTE** Employees who meet the criteria but are on a PER in the same group with a Pre-1989 rating should check with Personnel about their eligibility during Open Season.

Eligible applicants may pick up an Employee Maintenance Position Selection Form (EMPSF) between March 1 and March 31, 2003 at **(specify location)**. Applicants must return the EMPSF by the close of business March 31, 2003. Applicants who return the EMPSF by COB March 31, 2003 will be provided a CSA booklet, if needed, to complete and return to **(specify location)** by April 21, 2003.

Applicants who have a current rating for the register they request will be placed on that register (or the list of ineligible for that register) with a register date of March 31, 2003. Applicants who have had a complete **(not update)** review panel evaluation on or after April 1, 2002, will not complete a CSA booklet since that evaluation will be used for Open Season.

Applicants will complete the Employee Maintenance Application (EMA) form at the time they return their CSA booklet(s) or, in the case of applicants with a review panel evaluation on or after April 1, 2002, upon submitting an EMPSF.

(At this point add any other information which you would normally use for your announcement. Just make sure the above information is included on the posting.)

FREQUENTLY ASKED QUESTIONS
OPEN SEASON 2003

Q1. Who can participate in Open Season 2003?

A1. All incraft maintenance employees who are not currently on a specific Promotional Eligibility Register (PER) or the ineligible list for a specific PER may apply for that PER during open season.

ONLY incraft Maintenance employees who have not completed the incraft process for a group since January, 1989, will need processing beyond completing the Employee Maintenance Position Selection Form. Maintenance employees who have completed the incraft process since January 1, 1989, will be placed on the PER or Ineligible list for a PER with the most recent rating.

Q2. Who should be on a PER?

A2. Maintenance employees who request, during an application opportunity, and who qualify to be on a PER, will be placed on the PER.

Q3. What applies to Transferred employees?

A3. Transfers and Open Season are considered separate opportunities for an employee to apply for a PER. When an employee transfers to a new facility, they are given an opportunity to apply for all PERs in the new office. Open Season is a separate and distinct opportunity.

Q4. What will happen if incraft employees who have incraft ratings apply during Open Season?

A4. Incraft employees who have fully participated in the MSS process in the past will have either a qualifying or non-qualifying score for every position in that group. The local office should check records for each employee components for the group and the employee will not have to complete either the CSA booklet or the Employee Maintenance Application (EMA) form.

Employees who fully participated but have a non-qualifying score can only apply through the update process.

Employees who fully participated and have a qualifying score for the PER applied for will be placed on the PER along with other successful applicants AT THE CONCLUSION OF THE OPEN SEASON PROCESS. This procedure complies with the long-standing NTAC "print rule" that states all applicants must be either complete or abandon before any applicant is placed on the PER in accordance with the Open Season.

Q5. Can we get a list of Ineligible employees from NTAC?

A5. No, NTAC does not supply this list. NTAC will however, send a separate email notification to offices if an EMA is received for an employee who has completed the process.

Q6. Can an employee apply during the Open Season for the groups that he/she never completed before? What components of his/her information will be usable?

A6. Yes, employees can apply for the groups they did not complete before Open Season. The following components will be used if these were done after 1/4/2002:

- All exams (931, 932 and 933),
- Non-update review panels, and
- Non-update supervisor evaluations.

Q7. Is there any change on groups after the upgrades of certain positions?

A7. No. The groups remain the same.

- Group A (Exam 931)
- Groups B and C (Exam 932)
- Group D (Exam 933).

Maintenance Open Season 2003

Task Name	Start	Finish	Predecessors
Entrance, In-service, and In-craft maintenance examinations locked out except for updates or special process.	Thu 4/17/03	Mon 8/25/03	
Phase 1 Application Process	Sat 3/1/03	Mon 5/5/03	
1. Post Announcements of Maintenance Open Season	Sat 3/1/03	Mon 3/31/03	
2. Make Position Selection Forms available for applicants	Sat 3/1/03	Mon 3/31/03	3SS
3. Provide Candidate Supplemental Application Booklets (CSA)(if needed) to applicants who complete Position Selection Form	Mon 3/1/03	Mon 3/31/03	4SS
4. Deadline for completing Position Selection and picking up CSA booklet	Mon 3/31/03	Mon 3/31/03	5
5. Accept completed CSA booklets and provide employee with Employee Maintenance Application (EMA) Form	Sat 3/1/03	Mon 4/21/03	5SS
6. Deadline for returning CSA Booklet and completing EMA Form	Mon 4/21/03	Mon 4/21/03	7
7. Ship EMA Forms to NTAC via registered mail	Thu 4/24/03	Thu 4/24/03	8
8. Deadline for shipping EMA forms to NTAC	Thu 4/24/03	Thu 4/24/03	9
9. NTAC receives and processes EMA forms and provides office with record review information via email.	Fri 4/25/03	Mon 5/5/03	10
10. Offices order examinations materials based on record review	Mon 5/5/03	Mon 5/5/03	11
Phase 2 Review Panel Process	Thu 5/8/03	Mon 6/30/03	
11. Offices review records and schedule review panels for applicants. Offices tentatively schedule examinations	Thu 5/8/03	Mon 5/12/03	12
12. Offices conduct review panels	Thu 5/8/03	Mon 6/16/03	14SS
13. Offices send review panels to NTAC as they are completed	Thu 5/8/03	Mon 6/16/03	15SS
14. Deadline for sending review panels to NTAC	Mon 6/16/03	Mon 6/16/03	16
15. NTAC processes review panels and provides weekly register-in-progress updates via email.	Thu 5/22/03	Mon 6/30/03	16SS + 10 days
16. Deadline for NTAC to have final review panels processed and register-in-progress data back to office	Mon 6/30/03	Mon 6/30/03	18
Phase 3 Examination and Supervisor Evaluation Process	Thu 7/3/03	Sun 8/24/03	
17. Offices review register-in-progress data and determine which applicants need examinations and supervisor	Thu 7/3/03	Mon 7/7/03	19
18. Offices cancel scheduled examinations for applicants who abandon the review panel phase	Thu 7/3/03	Sun 7/6/03	21SS
19. Offices conduct examinations	Mon 7/7/03	Mon 8/11/03	22
20. Supervisors complete evaluations	Mon 7/7/03	Mon 8/11/03	23SS
21. Offices review and send examinations and supervisor evaluations to NTAC as they are completed	Mon 7/7/03	Mon 8/11/03	24SS
22. Deadline for sending exams and supervisor evaluations to NTAC	Thu 8/14/03	Thu 8/14/03	25FS + 1 day
23. NTAC processes and prints results as final component from last applicant is received	Mon 7/14/03	Sun 8/24/03	25SS + 5 days
Deadline for completing Open Season	Sun 8/24/03	Sun 8/24/03	27

Maintenance Open Season 2003
In-service Processing Without Requesting Exception
Timeline Checklist

TASK NAME	TIME FRAME	COMPLETION
In-service Application process without requesting exception from NTAC	Start Mon 3-01-03 End Mon 3-31-03	
1. Post In-service Announcements	Start Mon 3-01-03 End Mon 3-31-03	
2. Make Position Selection Forms available to In-service applicants and accept completed forms	Start Mon 3-01-03 End Mon 3-31-03	
3. Provide Candidate Supplemental Application Booklets (if needed) to In-service applicants who complete Position Form	Start Mon 3-01-03 End Mon 3-31-03	
4. Deadline for completing Position Selection Form and picking up CSA booklet	Deadline Mon 3-31-03	
5. Accept completed CSA booklets and provide In-service employee with Employee Maintenance Application (EMA) Form	Start Mon 3-01-03 End Mon 3-31-03	
6. Deadline for returning CSA Booklet and completing EMA Form	Deadline Mon 4-21-03	
7. Ship In-service EMA Forms to NTAC via registered mail	Deadline Thu 4-24-03	
8. Deadline for shipping In-service EMA forms to NTAC	Deadline Thu 4-24-03	
9. NTAC receives and processes EMA forms and provides office with record review information via email	Start Fri 4-25-03 End Mon 5-05-03	
10. Office orders In-service examination materials based on record review	Deadline Thu 5-05-03	
In-service review panel without requesting exception from NTAC	Deadline Thu 5-05-03	
11. Offices review records and schedule review panels for applicants. Offices tentatively schedule examinations.	Deadline Thu 5-05-03	
Offices conduct review panels. In-service applicants who are In-craft applicants receive only one review panel	Deadline Thu 5-05-03	
12. Office send review panels to NTAC as they are completed	Deadline Mon 6-16-03	
13. Deadline for sending review panels to NTAC	Start Mon 5-08-03 End Mon 6-16-03	
14. NTAC processes review panels and provides weekly register-in-progress updates via email	Start Thu 5-22-03 End Mon 6-16-03	
15. Deadline for NTAC to have final review panels processed and "review-non-updates only" data back to office	Deadline Mon 6-30-03	
In-service examination process without requesting exception from NTAC	Deadline Thu 7-03-03	
1. Offices review "review-non-updates only" data and determine which applicants need examination	Deadline Thu 7-03-03	
2. Offices cancel scheduled examinations for applicants who abandoned the review panel phase	Deadline Thu 7-03-03	
3. Offices conduct examinations. In-service applicants who are also In-craft applicants receive only one examination	Start Mon 7-07-03 End Thu 8-14-03	
4. Offices review and send examinations to NTAC as they are completed	Start Mon 7-07-03 End Thu 8-14-03	
5. Deadline for sending examinations to NTAC	Deadline Thu 8-14-03	
6. NTAC processes and prints results as final components from last applicant is received	Start Thu 7-17-03 End Thu 8-14-03	
16. Open Season Process Complete	Deadline Thu 8-28-03	

Maintenance Open Season 2003
Entrance Options for Testing Without Advance Permission from NTAC

Task Name	Start	Finish	Completion
Entrance Testing Option A for Critical Hiring Needs During Open Season Without Special Permission from NTAC	Thu 3/06/03	Mon 04/14/03	
1. Conduct critical entrance examinations during this period	Thu 3/06/03	Mon 4/14/03	
2. Deadline for completing critical entrance examining	Mon 4/14/03	Mon 4/14/03	
No entrance testing during this period without advance permission from NTAC	Thu 4/17/03	Mon 7/07/03	
Entrance Testing Option B for Non-critical Hiring Needs During Open Season Without Special Permission from NTAC	Thu 7/10/03	Mon 8/11/03	
3. Conduct non-critical entrance examinations during this period	Thu 7/10/03	Mon 8/11/03	



April 26, 2002

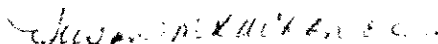
MANAGER, HUMAN RESOURCES (AREAS AND DISTRICTS)
MANAGER, MAINTENANCE (AREAS AND DISTRICTS)

SUBJECT: Interim Policy – Return to the Maintenance Craft

In order to address the growing number of inquiries from current and former postal employees requesting to be reassigned or reinstated to the maintenance craft, we have decided to release the attached interim policy which is effective immediately. This policy will remain in effect until it is incorporated in Handbook EL-304, which is currently being revised. A draft version should be released in late May.

The new policy allows current and former career employees to return to the maintenance craft if they meet certain eligibility criteria. A revised order in which vacant maintenance craft positions are filled (pecking order) is also included in the policy changes.

If you have any questions about this policy, please contact Scott Lee of my staff at (202) 268-6810 or by cc:Mail.


Susan M. LaChance
Manager
Selection, Evaluation, and Recognition

Attachment

cc: Managers, Personnel Services
MSS Coordinators
Examination Administrators

Order in Which Vacant Maintenance Craft Positions Are Filled

Note: *Qualified* means eligible under the current incraft process for the position in question or maintenance craft employees in the same level and occupational group as the vacancy.

- Select the ranking employee on the appropriate preferred assignment register (PAR).
- Consider higher level **qualified** maintenance employees requesting change to lower level.
- Select the ranking employee on the appropriate promotion eligibility register (PER).
- Consider maintenance craft employees requesting transfer **before** or **after** inservice procedures in the following order. (Note: The appropriate PAR and PER must be exhausted before considering other hiring options. Employees with ineligible ratings for the position under consideration are not considered.)
 1. Consider maintenance craft employees who are already qualified for the position in question.
 2. Consider maintenance craft employees who are not qualified for the position in question but have been afforded an opportunity to qualify under the provisions for qualifying for transfer (see EL- 304 April 1997, page 38, Qualifying for Transfer).
- Give priority consideration to career maintenance craft employees using the inservice register in score order.
- Consider other career postal employees, regardless of craft or position, on the inservice register in score order.
- Consider current career employees for return to maintenance craft to a position previously held or to any position of equal or lower level for which he/she holds an eligibility rating. Employee must meet the time and eligibility criteria on attachment B.
- Consider former career postal employees for return to maintenance craft to a position previously held or to any position of equal or lower level for which he/she holds an eligibility rating. Applicants must meet the reinstatement requirements and the time and eligibility criteria on attachment B.
- Consider entrance register eligibles in score order.

**Consideration of Current Career Employees and Former Career Postal Employees
for Return to Maintenance Craft Positions**

Criteria

- Must have held a position in the maintenance craft for at least one year.
- Must have an eligible rating (*incraft, inservice, or entrance*) dated January 1, 1989, or later. (Note: Expired entrance eligibility ratings are acceptable as long as the test specifications have not changed. Also note that with the exception of the entry-level custodian exam, maintenance examinations must not be administered noncompetitively.)
- Current career employees can be reassigned only to a position previously held or to any position of equal or lower level for which he/she is qualified (no promotion). Selection must be within three years of leaving maintenance craft.
- Former career postal employees can be reinstated only to a position previously held or to any position of equal or lower level for which he/she is qualified (no promotion). Selection must be within three years of leaving maintenance craft. Former postal career employees must meet the eligibility requirements for reinstatement consideration.



October 23, 2002

MANAGERS, HUMAN RESOURCES (AREA)
MANAGERS, HUMAN RESOURCES (DISTRICT)
MANAGERS, MAINTENANCE SUPPORT (AREA)

SUBJECT: Maintenance Complement Information System (MCIS)

This memorandum is to notify all offices that the national Maintenance Complement Information System (MCIS) that was activated earlier this year is being temporarily turned off due to programming problems in the software. It has been determined that the timeframe required to correct the programming issues is such that it is more practical that all offices return to use of the previous ABID 2000 software. This will provide sufficient time for proper field-testing and analysis of MCIS and all changes made prior to reactivation for field use. The plant maintenance function is facing contractually required open seasons for preferred assignment (PAR) selections in January 2003, as well as promotion eligibility applications (PER) in March 2003. All offices are familiar with the previous ABID 2000 program and it is a proven product.

Currently, the ABID2000 Version 6.0 is being updated to address the changes required to comply with the new USPS/APWU National Agreement. This relates to the pay upgrades to specific positions that are effective November 16. A new ABID2002 CDROM will be distributed to all managers, Human Resources, in early December. All offices will be required to install the revised ABID2002 software and populate the databases with information from the existing ABID program if available. Offices that no longer have those databases will have to input all workforce data manually. It will be necessary to complete this transition prior to January 1, 2003.

It will be necessary that all maintenance employees submit new ABID PAR selection forms during the January 1-14, 2003 open season. The existing PAR forms submitted by employees in many offices may not reflect the appropriate available work assignments. These forms will be the only source of data for input into the ABID2002 application.

Should vacancies occur between this date and January 1, 2003, ABID2000/2002 Version 6.0 should be used to fill such vacancies using the PAR selections generated by the ABID2000/2002 application. The National Test Administration Center (NTAC) will be forwarding all MCIS/MSS coordinators detailed instructions to transition from MCIS to ABID. Additionally, certain MCIS reports will be available to verify information in ABID.

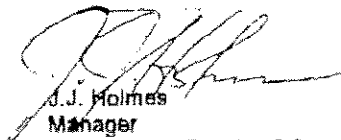
Until such time that NTAC activates the new MCIS, technical support for the ABID2000/2002 application will be obtained by contacting Randey Bloom at (703) 280-7918. After reactivation of MCIS, technical support will revert back to the MCIS Help Desk at NTAC.

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We will keep you informed of revised implementation dates for the MCIS as development and tests continue. We thank you for your continued support and apologize for any inconvenience this action has caused.



Susan M. LeChance
Manager
Selection, Evaluation & Recognition



J.J. Holmes
Manager
Maintenance Policies & Programs

cc: Managers, In-Plant Support, Area
Managers, Operation Support, Area

KSA'S

LIST OF ELEMENTS AND QUESTIONS

- (1) **Knowledge of basic mechanics** refers to the theory of operation, terminology, usage and characteristics of basic mechanical principles as they apply to such things as gears, pulleys, cams, pawls, power transmissions, linkages, fasteners, chains, sprockets and belts; and including hoisting, rigging, roping, pneumatics, and hydraulic devices.
- (2) **Knowledge of basic electricity** refers to the theory, terminology, usage, and characteristics of basic electrical principles such as Ohm's Law, Kirchoff's Law, and magnetism as they apply to such things as AC-DC circuitry and hardware, relays, switches and circuit breakers.
- (3) **Knowledge of basic electronics** refers to the theory, terminology, usage, and characteristics of basic electronic principles concerning such things as solid state devices, vacuum tubes, coils, capacitors, resistors, and basic logic circuitry.
- (4) **Knowledge of digital electronics** refers to the terminology, characteristics, symbology, and operation of digital components as used in such things as logic gates, registers, adders, counters, memories, encoders, and decoders.
- (5) **Knowledge of safety procedures and equipment** refers to the knowledge of industrial hazards (e.g., mechanical, chemical, electrical, electronic) and procedures and techniques established to avoid injuries to self and others such as lock out devices, protective clothing, and waste disposal techniques.
- (6) **Knowledge of basic computer concepts** refers to the terminology, usage, and characteristics of digital memory storage/processing devices such as core memory, input-out peripherals, and familiarity with programming concepts.
- (7) **Knowledge of mail processing equipment operation** refers to the knowledge of machine operation such as safety considerations, start-up, shut-down, and operating characteristics of mail processing equipment such as conveyors, letter sorter, and cancellers.
- (8) **Knowledge of lubrication materials and procedures** refers to the terminology, characteristics, storage, preparation, disposal, and usage techniques involved with lubrication materials such as oils, greases, and other types of lubricants.
- (9) **Knowledge of cleaning materials and procedures** refers to the terminology, characteristics, storage, preparation, disposal, and usage techniques involved in application and removal of cleaning materials such as alcohol, solvents, detergents, and degreasers. Included is an understanding of the use of compressed air and vacuum type cleaning procedures.
- (10) **Knowledge of the National Electrical Code (NEC)** refers to basic knowledge and familiarity with the techniques and procedures specified in the NEC as they apply to electrical installations such as circuit protection, wiring, conduit, power and lighting circuits.
- (11) **Knowledge of metals and metallurgy** refers to the terminology, working properties, and other characteristics of metals used in equipment and machine maintenance applications such as heat treating, tempering, machining, bending and inspecting.

(12) Knowledge of refrigeration refers to the theory, terminology, usage, and characteristics of refrigeration principles as they apply to such things as the refrigeration cycle, compressors, condensers, receivers, evaporators, metering devices, and refrigerant oils.

(13) Knowledge of heating, ventilation, and air conditioning operation refers to the knowledge of equipment operation such as safety considerations, start-up, shut-down, and mechanical/electrical operating characteristics of HVAC equipment (e.g., chillers, direct expansion units, window units, heating equipment). This does not include the knowledge of refrigeration.

(14) Knowledge of elevator equipment refers to the knowledge of equipment operation, safety considerations, and operating characteristics of hydraulic and electric traction elevator equipment: including roping, controllers, and dispatchers.

(15) Knowledge of carpentry refers to the terminology, materials, techniques, and procedures used in carpentry applications such as form construction, building framing, and interior and exterior finishing projects.

(16) Knowledge of masonry construction refers to techniques, procedures, and materials used in mortar, concrete, stucco, plaster, brick, block and tile construction, and replacement projects.

(17) Knowledge of plumbing refers to the terminology, materials, techniques, and procedures used in plumbing applications such as installing pipe and tubing, making joints, repairing flush and float valves, and cleaning drains.

(18) Knowledge of painting refers to the terminology, materials, techniques, and procedures used in painting applications such as surface preparations, application procedures, and usage of protective/identifying materials (e.g., enamels, varnishes, plastics, stains, sealants, decals), and painting equipment

(19) Ability to perform basic mathematical computations refers to the ability to perform basic calculations such as addition, subtraction, multiplication, and division with whole numbers, fractions, and decimals.

(20) Ability to perform more complex mathematics refers to the ability to perform calculations, such as basic algebra, geometry, scientific notation, and number conversions, as applied to mechanical, electrical and electronic applications.

(21) Ability to apply theoretical knowledge to practical applications refers to the ability to recall specific theoretical knowledge and apply it to mechanical, electrical, or electronic maintenance applications such as inspection, troubleshooting, equipment repair and modification, preventive maintenance, and installation of electrical equipment.

(22) Ability to detect patterns refers to the ability to observe and analyze qualitative and quantitative factors such as number progressions, spatial relationships, and auditory and visual patterns. This includes combining information and determining how a given set of numbers, objects or sounds are related to each other.

(23) Ability to use written reference materials refers to the ability to locate, read, and comprehend text material such as handbooks, manuals, bulletins, directives, checklists, and route sheets.

(24) Ability to communicate in writing refers to transmitting written information (e.g., equipment status, recommended repairs) to maintenance, operations, and other personnel.

(25) **Ability to communicate orally** refers to receiving/transmitting oral information (such as equipment status, recommended repairs or modifications, parts usage, and technical procedures) to/from maintenance, operations, and other personnel.

(26) **Ability to follow instructions** refers to the ability to comprehend and execute written and oral instructions such as work orders, checklists, route sheets, and verbal directions and instructions.

(27) **Ability to work under pressure** refers to safely and effectively performing the duties of the position under stress or in emergency situations.

(28) **Ability to work with others** refers to the ability to work safely and efficiently in cooperation with fellow employees to perform the duties of the position.

(29) **Ability to work without (immediate) supervision** refers to the ability to perform safely and efficiently the duties of the position such as planning and executing work activities without direct supervision .

(30) **Ability to work from heights** refers to the ability to perform safely and efficiently the duties of the position above floor level such as from ladders, catwalks, walkways, scaffolds, vert-a-lifts, and platforms.

(31) **Ability to use hand tools** refers to the knowledge of, and proficiency with, various hand tools. This ability involves the safe and efficient use and maintenance of such tools as screwdrivers, wrenches, hammers, pliers, chisels, punches, taps, dies, rules, gauges, and alignment tools.

(32) **Ability to use portable power tools** refers to the knowledge of, and proficiency with, various power tools. This ability involves the safe and efficient use and maintenance of power tools such as frills, saws, sanders, and grinders.

(33) **Ability to used shop powered equipment** refers to the knowledge of, and proficiency with, shop machines such as bench grinders, drill presses, and table/band saws.

(34) **Ability to use information retrieval systems** refers to the operation of computer terminals or other peripherals as control, information monitoring, or diagnostic devices for obtaining reports or information.

(35) **Ability to use technical drawings** refers to the ability to read and comprehend technical materials such as diagrams, schematics, flow charts, and blueprints.

(36) **Ability to use test equipment** refers to the knowledge of and proficiency with, various types of mechanical, electrical, and electronic test equipment such as VOMs, oscilloscopes, circuit tracers, amprobes, and RPM meters.

(37) **Ability to solder** refers to the knowledge of and the ability to safely and effectively apply, the appropriate soldering techniques.

(38) **Ability to cut and weld** refers to the knowledge of and the ability to safely and effectively apply, the appropriate gas and electric cutting, welding, and brazing techniques and procedures used in equipment and machine maintenance applications.

KSA MEASUREMENT PROCESS

			Measured by:		
			Exam	Panel	Eval
1	Knowledge of	Basic Mechanics	X	X	
2	Knowledge of	Basic Electricity	X		
3	Knowledge of	Basic Electronics	X	X	
4	Knowledge of	Digital Electronics	X	X	
5	Knowledge of	Safety Procedures and Equipment	X		X
6	Knowledge of	Basic Computer Concepts	X	X	
7	Knowledge of	Mail Processing Equipment Operation		X	X
8	Knowledge of	Lubrication Materials and Procedures		X	X
9	Knowledge of	Cleaning Materials and Procedures		X	X
10	Knowledge of	National Electrical Code (NEC)		X	
11	Knowledge of	Metals and Metallurgy		X	
12	Knowledge of	Refrigeration		X	X
13	Knowledge of	Heating, Ventilation and Air Conditioning (HVAC) Op.	X	X	X
14	Knowledge of	Elevator Equipment		X	
15	Knowledge of	Carpentry		X	
16	Knowledge of	Masonry Construction		X	
17	Knowledge of	Plumbing		X	
18	Knowledge of	Painting		X	
19	Ability to	Perform Basic Mathematical Computations	X		
20	Ability to	Perform More Complex Mathematics	X	X	
21	Ability to	Apply Theoretical knowledge to Practical Applications	X		X
22	Ability to	Detect Patterns	X		X
23	Ability to	Use Written Reference materials	X		X
24	Ability to	Communicate in Writing		X	X
25	Ability to	Communicate Orally		X	X
26	Ability to	Follow Instructions	X		X
27	Ability to	Work Under Pressure		X	X
28	Ability to	Work with Others		X	X
29	Ability to	Work Without (immediate) Supervision		X	X
30	Ability to	Work from Heights		X	X
31	Ability to	Use Hand Tools	X		X
32	Ability to	Use Portable Power Tools		X	X
33	Ability to	Use Shop Power Equipment		X	X
34	Ability to	Use Information Retrieval Systems		X	
35	Ability to	Use Technical Drawings	X	X	
36	Ability to	Use Test Equipment	X	X	
37	Ability to	Solder	X	X	
38	Ability to	Cut and Weld		X	

Figure 1 Knowledge, Skills and Abilities Descriptions