

# MSS TOOLKIT



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&

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CENTRAL REGION

# MSS TOOLKIT

A Step-by-Step Guide to the  
Maintenance Selection System

- > **Announcement**
- > **Application**
- > **Record Review**
- > **Review Panel Evaluation**
- > **Examination**
- > **Supervisor Evaluation**
- > **Results**

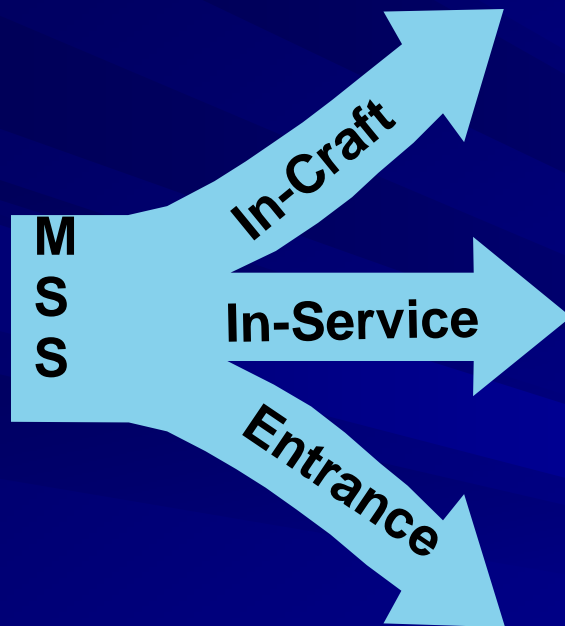
# MAINTENANCE SELECTION SYSTEM

What Is MSS?



**The Maintenance Selection System (MSS) is the process the Postal Service uses to select the most qualified candidate for most postal maintenance positions.**

# MAINTENANCE SELECTION SYSTEM



**There are 3 processes used to apply for these positions.**

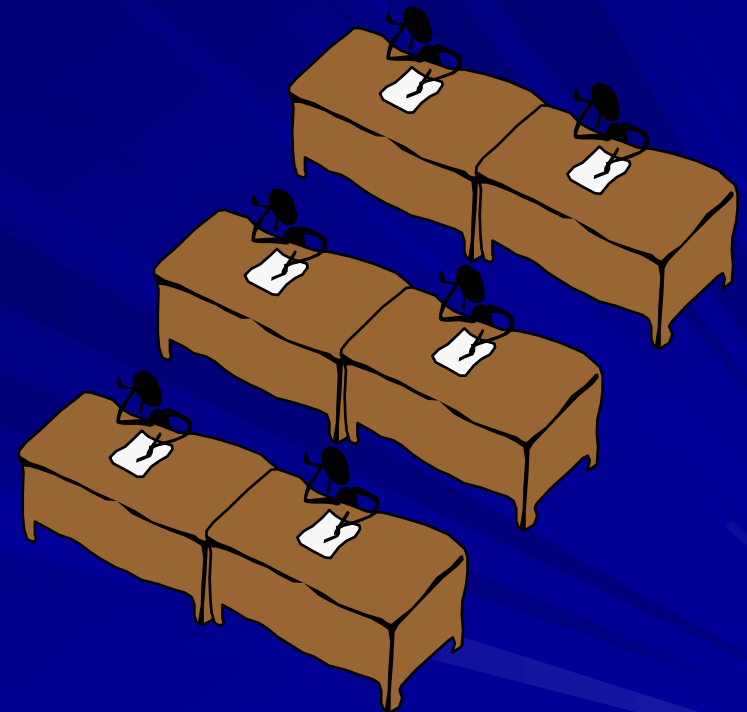
**Each process is different depending upon the announcement.**

# MAINTENANCE SELECTION SYSTEM

## Entrance

In the Entrance process, an applicant takes a written examination (one of three depending on the job).

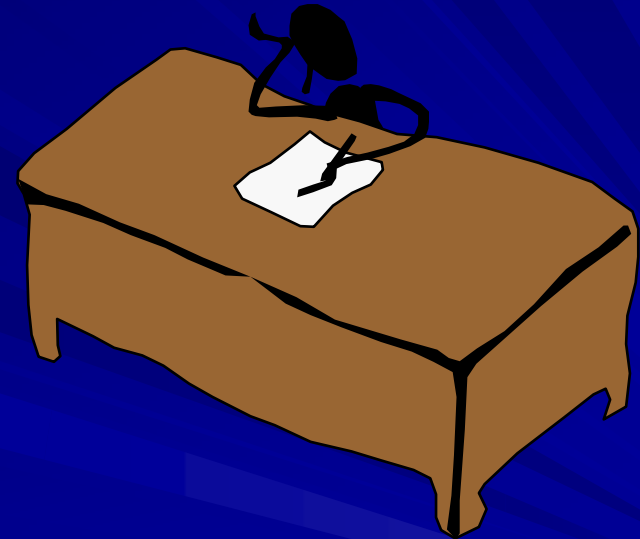
A qualification review panel is scheduled for those who pass the exam.



# MAINTENANCE SELECTION SYSTEM

## In-Service

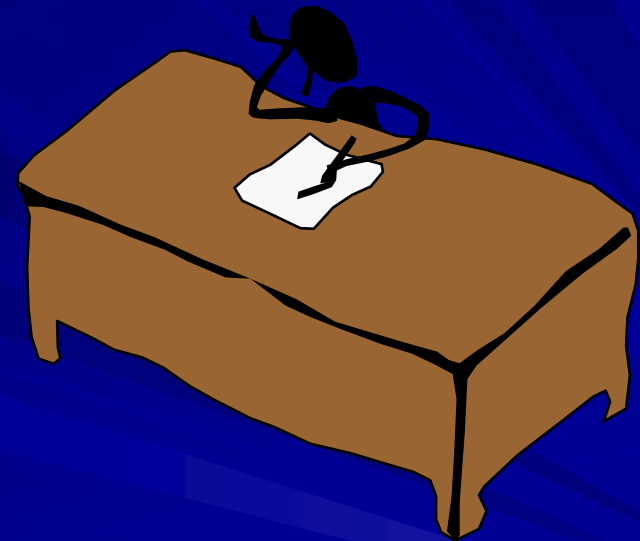
In the In-Service process, a career Postal employee takes a written examination (one of three depending on the job) and is scheduled for a review panel evaluation.



# MAINTENANCE SELECTION SYSTEM

## In-Service

In the In-Service process, a register is created for an INSTALLATION but candidates may be drawn from a larger area –for instance an entire district.





# INSERVICE FACTS

- Inservice eligibility is not transferable to an incraft PER (pg 31 EL 304 )
- Components of the inservice process are transferable for 365 days
- If an employee has taken the incraft process then s/he can not take inservice process. (pg 26 EL304)

# INSERVICE FACTS

- Inservice eligibility only guarantees further consideration (pg 31 of EL304).
- Inservice registers are opened at the installation with the vacancies and if necessary the area of consideration may be expanded to a wider geographical area to include other installations .(pg 36 of EL304)

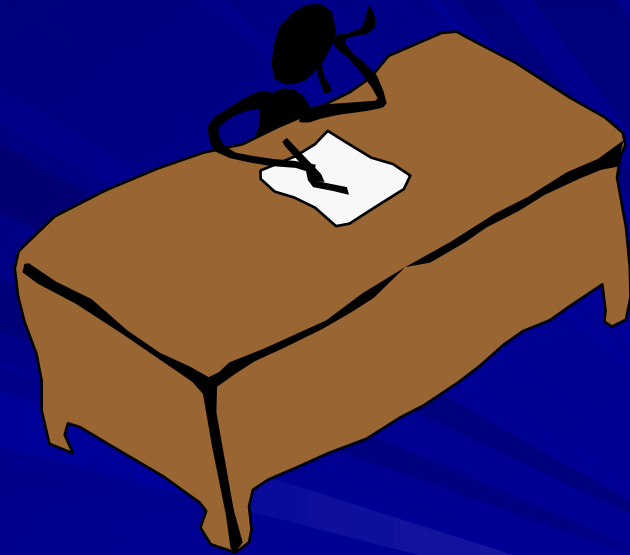
# INSERVICE FACTS

- Inservice registers can not be updated
- Inservice results are good indefinitely unless the examination requirement change) (pg 32 of EL304 )

# MAINTENANCE SELECTION SYSTEM

## In-Craft

In the In-Craft process, a career Maintenance Craft employee takes a written examination, meets with a review panel to discuss their qualifications and is evaluated by their supervisor.



# MAINTENANCE SELECTION SYSTEM

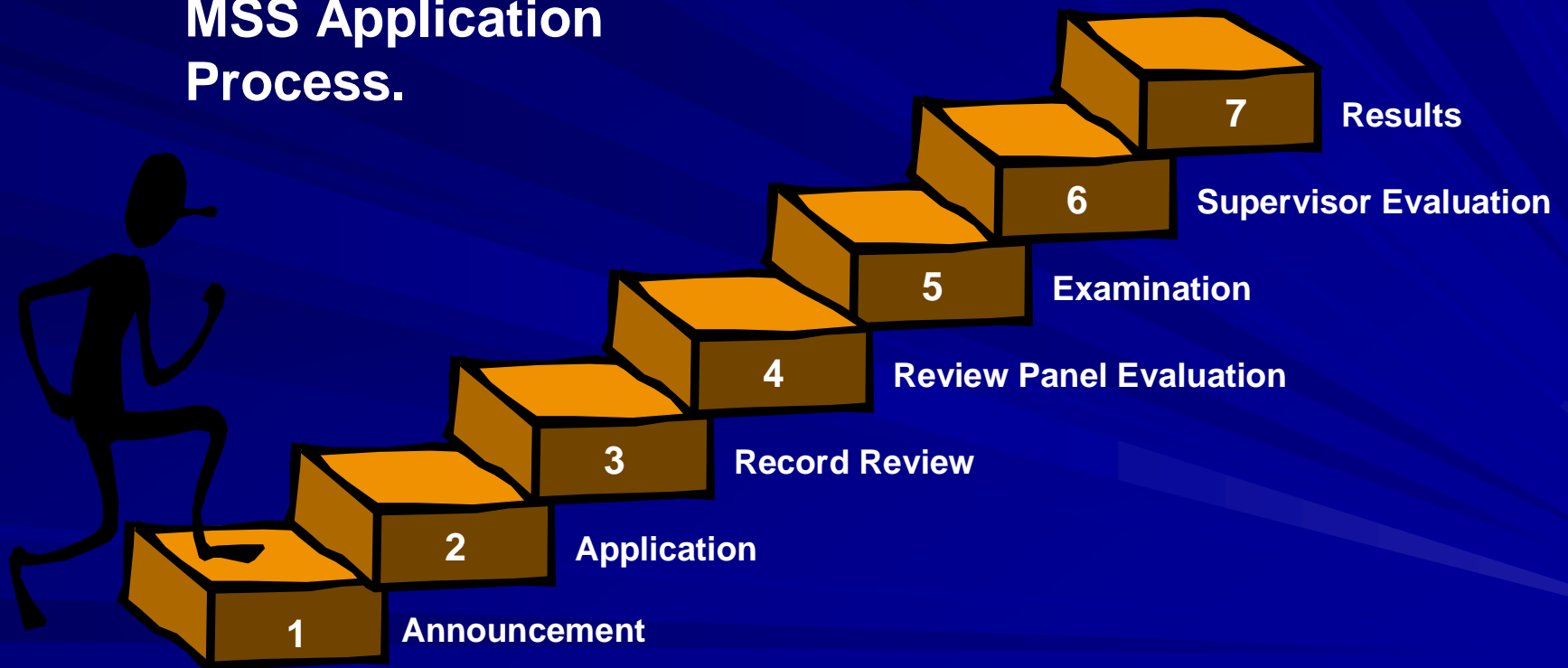
**Since the In-Craft process is the primary process for Maintenance Craft members, it will be our focus.**

**Depending on the situation, maintenance craft members may participate in the In-Service and Entrance processes but the In-Craft process remains primary.**



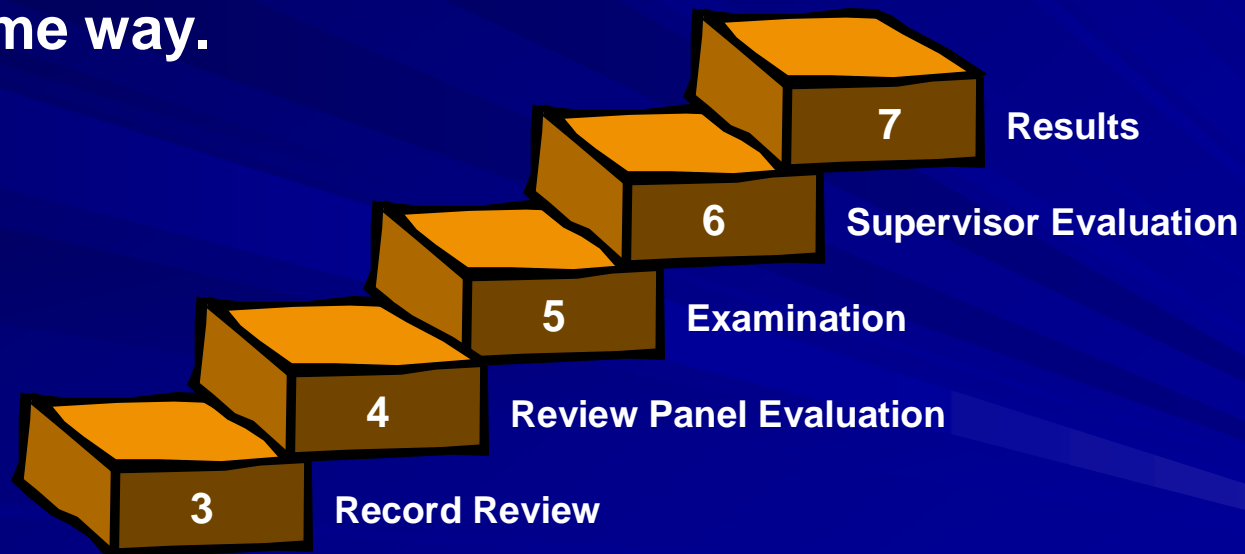
# MAINTENANCE SELECTION SYSTEM

There are seven steps in the In-Craft MSS Application Process.



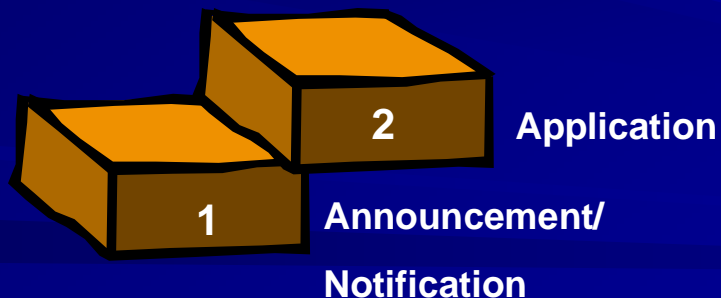
# MAINTENANCE SELECTION SYSTEM

Five of the steps (3 - 7)  
are always done the  
same way.



# MAINTENANCE SELECTION SYSTEM

The first two steps differ depending on why the In-Craft applicant is applying.





# MAINTENANCE SELECTION SYSTEM



**There are four circumstances in which an In-Craft employee can apply for maintenance positions.**

# MAINTENANCE SELECTION SYSTEM

**New to Craft - Steps 1 & 2**

**Step 1: Announcement**

**Step 2: Application**

# MAINTENANCE SELECTION SYSTEM



## Step 1: Announcement

Within 15 days of entering the craft, a **new-to-craft** career employee is notified in writing that s/he can apply for the Maintenance Promotion Eligibility Registers in their office.

# MAINTENANCE SELECTION SYSTEM

## Step 2: Application

- The **new-to-craft** employee has 30 days from receipt of the notification to return a signed Employee Maintenance Position Selection (EMPS) form indicating the registers for which they are applying.
- S/he can only apply for positions that are currently authorized in the facility.
- S/he will only be considered for the positions s/he applies for.
- If the employee returns a signed EMPS within 30 days, they receive a Candidate Supplemental Application (CSA) booklet and Employee Maintenance Application (EMA) form with instructions by certified mail or in person



# MAINTENANCE SELECTION SYSTEM

The employee completes and returns the CSA booklet and EMA form within 21 days of receipt.



**Note: If the new-to-craft employee does not fill out an EMPS or fails to complete the CSA/EMA within the times indicated, s/he will be abandoned . No further opportunity to apply exists until the next open season (2009).**

# MAINTENANCE SELECTION SYSTEM

The EMA should be filled out immediately by the In-Craft applicant in the Maintenance or HR office and should be reviewed by the HR MSS Coordinator.

**Note: The HR MSS Coordinator should keep a copy of any document submitted to NTAC! You may use a “request for information” to obtain any/all MSS related documents.**



# MAINTENANCE SELECTION SYSTEM

## New Position In Installation

**Step 1: Announcement**

**Step 2: Application**

# MAINTENANCE SELECTION SYSTEM

## Step 1: Announcement

When a **new position** is established in an installation management must post an announcement for all career maintenance craft employees for no less than 30 calendar days!



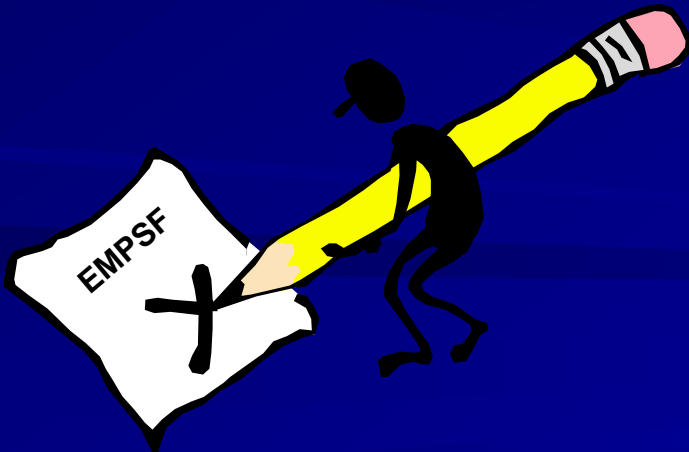


# MAINTENANCE SELECTION SYSTEM

## Step 2: Application

During this period, career maintenance craft employees may complete and sign an EMPS form.

If an employee returns a signed EMPS form, s/he should immediately receive a CSA booklet -- *IF* they need it! They have until 21 days after the closing date of the announcement to complete and return it.



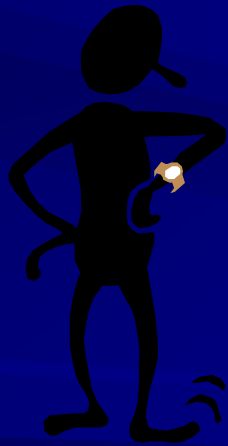
# MAINTENANCE SELECTION SYSTEM

There are 2 types of In-Craft employees who do NOT need a CSA booklet.

1. Applicants who have had a full review panel within the 365 days prior to the register date do not need a new CSA booklet or a review panel.
2. Applicants who already have a rating for the GROUP which contains the new position. **Note: The rating they already have is the rating that will be used to place them on the register, even if the applicant's rating is "ineligible."**

# MAINTENANCE SELECTION SYSTEM

**If an employee does not return a completed CSA booklet by the deadline, they're considered a non-applicant and cannot reapply until the next open season..**



# MAINTENANCE SELECTION SYSTEM

## Transfer from another Installation

**Step 1: Announcement**

**Step 2: Application**

Transfer from  
Another Installation

# MAINTENANCE SELECTION SYSTEM

## Step 1: Announcement

Within 15 days of their entering a new installation, HR notifies a **newly transferred employee**, in writing, that s/he can apply for the Maintenance Eligibility Registers in the new office.



Transfer from  
Another Installation

# MAINTENANCE SELECTION SYSTEM

## Step 2: Application

- A **newly transferred employee** has 30 days from receipt of the notification to return a signed EMPS form indicating the registers for which they are applying.
- They can only apply for positions that are currently authorized in the new facility.
- The employee should submit a Incraft Rating Summary (IRS) for positions or groups they already completed processing for if they want to be included on the Promotion Eligibility Register (PER) or inactive register.
- The employee then has 21 days from the date of receipt to complete and return the CSA.

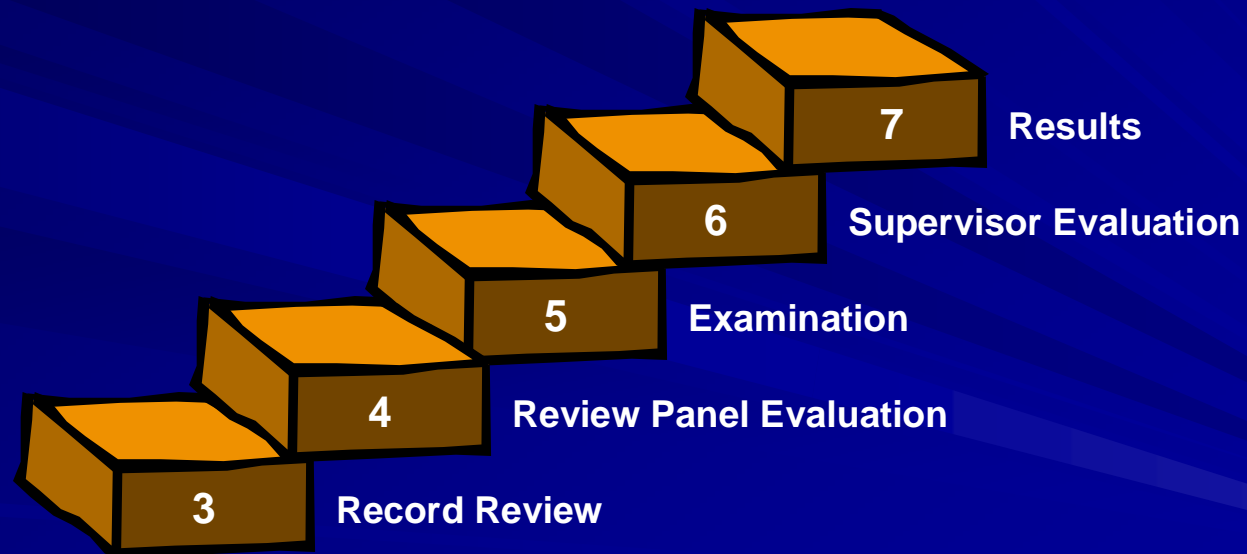
# MAINTENANCE SELECTION SYSTEM Open Season

✓ MSS Open Season happens every three years from March 1 - 31st. During this time, career maintenance craft employees can apply for a group they've never before applied for, or for one that they've previously abandoned. The next Open Season is in 2009.



# MAINTENANCE SELECTION SYSTEM

The next five steps  
(3 - 7) are always  
done the same way.





# MAINTENANCE SELECTION SYSTEM

## Step 3: Record Review

NTAC receives and processes the completed EMA forms, matching them with records already in the database. Employees are tracked by their social security number. This determines whether there are any components (exam, review panel evaluations, and/or supervisor evaluations) already on file for each application. Employees are tracked using their social security number.



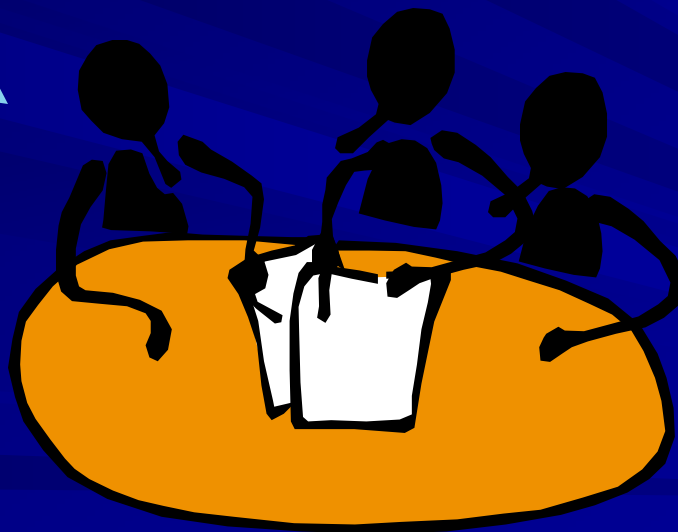
# MAINTENANCE SELECTION SYSTEM

## Step 4: Review Panel

A maintenance supervisor from the functional area, or a maintenance supervisor knowledgeable about the duties and requirements of the position in the group.

An HR representative.

The senior maintenance manager or designee.



Review Panel

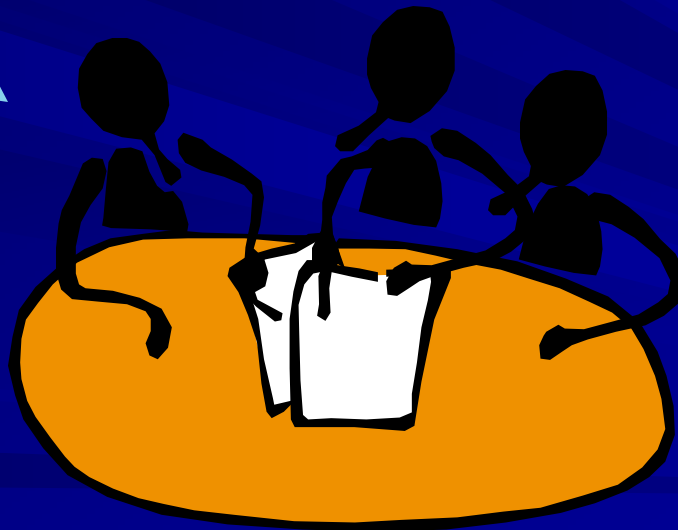
# MAINTENANCE SELECTION SYSTEM

## Step 4: Non-Update Review Panel

At least one member of the RP **must be present** in person with the applicant for ENTRANCE/ INSERVICE/ Non-Update INCRAFT

An EAS Review Panel Member .

The applicant.



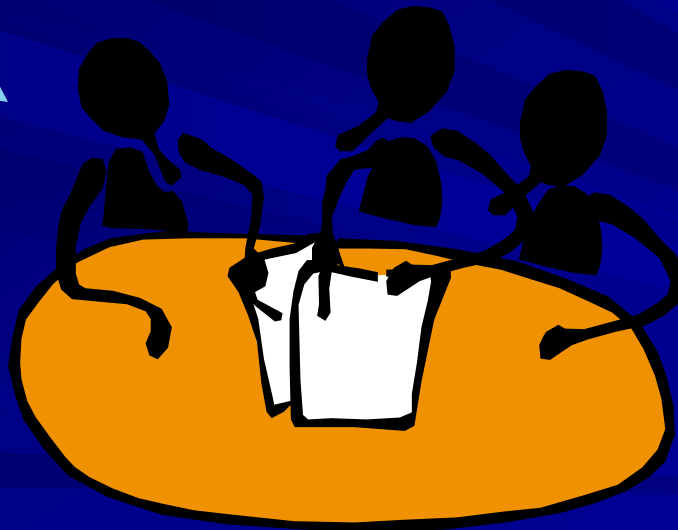
Review Panel

# MAINTENANCE SELECTION SYSTEM

## Step 4: UPDATE Review Panel

ALL EAS Review Panel Members may participate via telecon.

The applicant may participate via telecon at a remote Postal facility

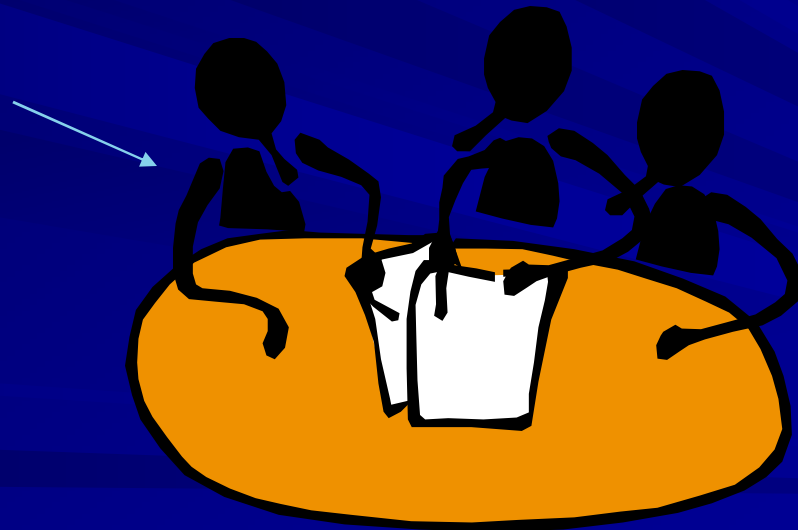


Review Panel

# MAINTENANCE SELECTION SYSTEM

**Note: ET-12 or PS-12 Review Panels must include a representative of the Maintenance Technical Support Center (MTSC). The MTSC rep may participate by phone.**

The MTSC rep takes the place of the maintenance supervisor.

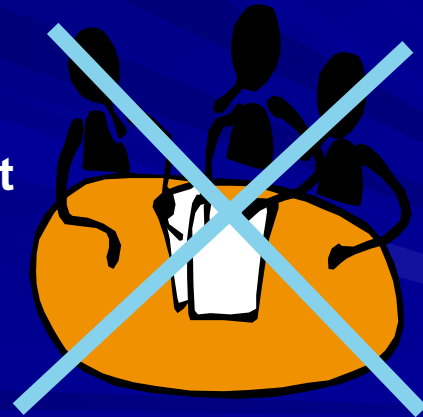


Review Panel

# MAINTENANCE SELECTION SYSTEM

Review Panel Members must NOT be:

- the person who completed the supervisor's evaluation for any applicant who will be rated by that panel (they cannot sign both documents for an employee)
- a 204B
- a craft employee
- the immediate supervisor of any applicant



# MAINTENANCE SELECTION SYSTEM

**If an applicant does not show up for a scheduled review panel, the reason should be investigated. Military duty or sick leave would be cause to reschedule the interview.**

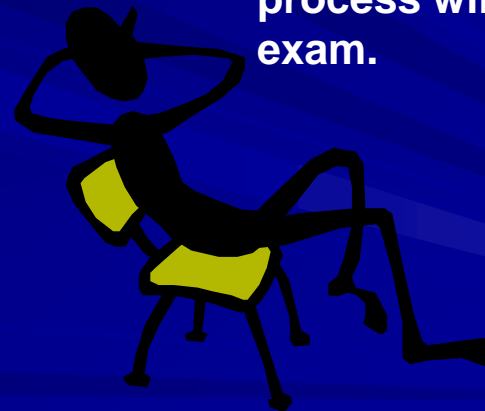
**If an applicant abandons the process, s/he will not have another opportunity until the next Open Season.**

# MAINTENANCE SELECTION SYSTEM

## Step 5: The Examination

If the record review indicates a need for an examination, it should be taken place after the review panel process.

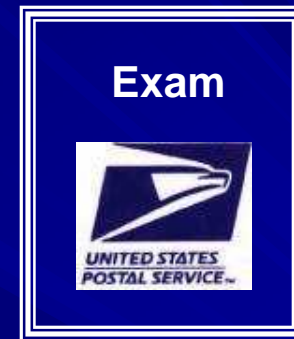
Anyone who abandons the review panel process will not take an exam.





# MAINTENANCE SELECTION SYSTEM

**If an applicant asks not to be scheduled for an examination or does not show up for a scheduled exam, they are considered to have abandoned. The reason for a “no show” should be investigated.**



# MAINTENANCE SELECTION SYSTEM

## Step 6: The Supervisor Evaluation

The supervisor evaluates each candidate's qualifications and grids the appropriate rating for each and every KSA on the form.

If an applicant's performance on particular KSA's is unknown or has not been observed, the supervisor must darken the circle "CE" (cannot evaluate) for that KSA.

# MAINTENANCE SELECTION SYSTEM

## Step 7: The Results

Once NTAC receives (or has on file) the examination, review panel evaluation and supervisor evaluation, it will score the applicant and return the Incraft Rating Summary (results) to the office AND the applicant.



The Results

# MAINTENANCE SELECTION SYSTEM

## The UPDATE Process

In-Craft employees who have received a rating or a set of ratings for an In-Craft group have the right to update that rating or set of ratings if they've received new experience or training which might make them qualified - or more qualified (higher score).



The Update Process

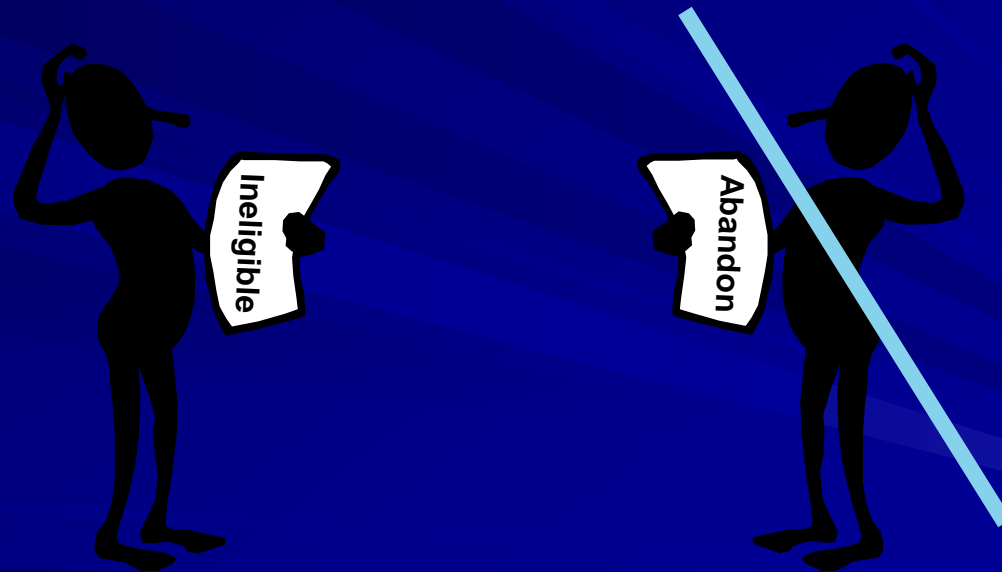
# MAINTENANCE SELECTION SYSTEM

To be eligible for an update, employees must meet the four following criteria:



# MAINTENANCE SELECTION SYSTEM

1. The employee must have received a rating or set of ratings for the group or groups they are asking to update. This includes ineligible ratings, but does not include abandons.



# MAINTENANCE SELECTION SYSTEM

2. The employee must have received new or additional education, training, or experience, which must have been completed within 30 days of the update request.



3. The new or additional education, training, or experience must be **relevant** to the KSA's that they wish to update.



4. They must update ALL of the failed KSA's for at least one position in the group for which they are an applicant.

**Note: An applicant is not eligible to Update if they already have an Update in progress for that position or group.**

# MAINTENANCE SELECTION SYSTEM

The in-craft employees seeking an update must submit a request in writing within 30 days to the Maintenance MSS Coordinator, along with the documentation of the new or additional education, training or experience they've received.





# MAINTENANCE SELECTION SYSTEM

If the request is denied, either in whole or in part, the applicant must be notified in writing by the Maintenance MSS Coordinator. The documentation is placed in the employee's file until all the failed KSA's are satisfied.



Request for Update Denied!



# MAINTENANCE SELECTION SYSTEM

The HR/MSS Coordinator (or M/MSS Coordinator) provides the employee with the appropriate sheet(s) from the CSA booklet to address the KSA's approved for update. The employee is given a specific date to return the completed KSA page(s) in accordance with Handbook EL-304 (5 to 10 working days).

- 1-5 KSAs = 5 days
- 6 or more KSAs = 10 days

**Note: Per article 38.5(d), of the USPS/APWU contract, management has 37 days from the date of the update request to have the update results back to an employee.**



# MAINTENANCE SELECTION SYSTEM

Using the photocopy of the Update Setup Form and Incraft Rating Summary as a reference, the HR/MSS Coordinator determines which components are used to evaluate the KSA's approved for update.

- √ **examination**
- √ **supervisor evaluation**
- √ **review panel evaluation**

Maintenance is notified of the need for any review panel or supervisor evaluation requirement and the applicant is scheduled for any examination required.

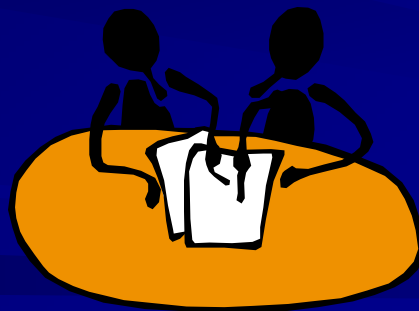
# MAINTENANCE SELECTION SYSTEM

If the KSA(s) approved for update require an examination, it must be given after the date on the Update Setup Form.

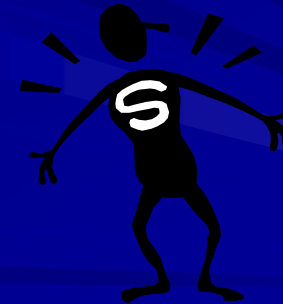
Any exam given before that date, no matter how close, will not be counted towards the update; however, the first examination given after that date will count.



The same is true for the Supervisor Evaluation, and the Review Panel Evaluation.



&



The Update Process

# MAINTENANCE SELECTION SYSTEM

The successful employee is then placed on the appropriate Promotion Eligibility Register(s).

**Note: The PER cannot be updated while a Notice of Intent is posted affecting that position.**



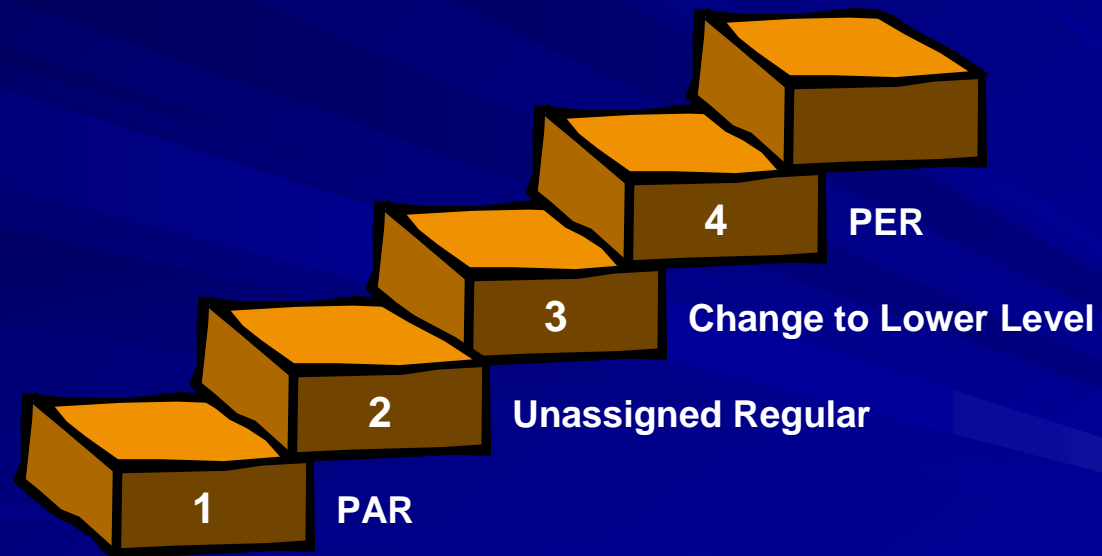
The Update Process

# FILLING VACANCIES

- “Pecking Order”
- Types of Seniority
- Tie Breakers
- Senior Qualified Positions

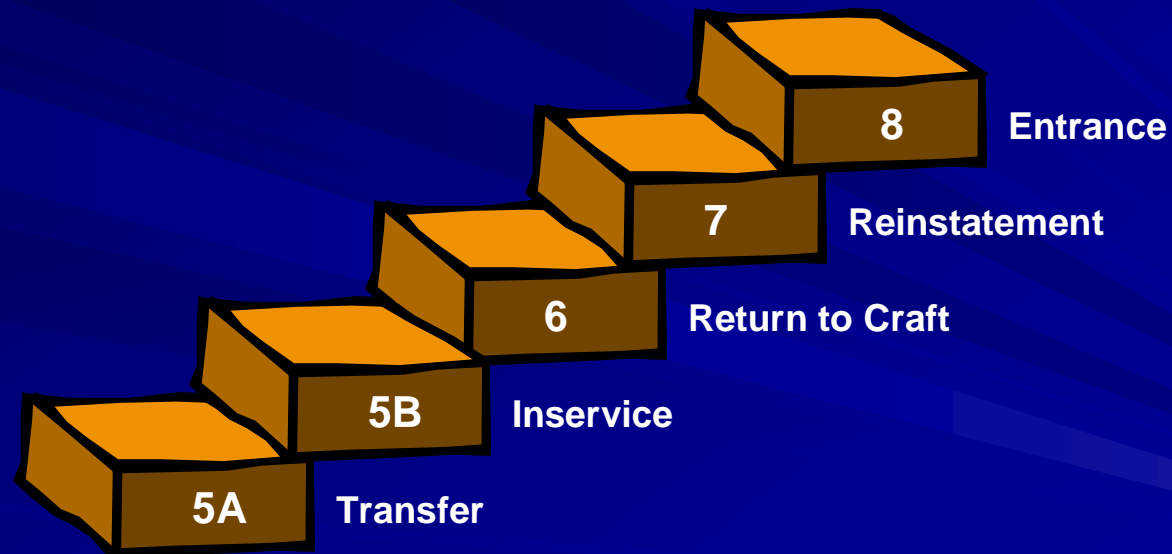
# FILLING VACANCIES

There are eight steps for filling vacancies.



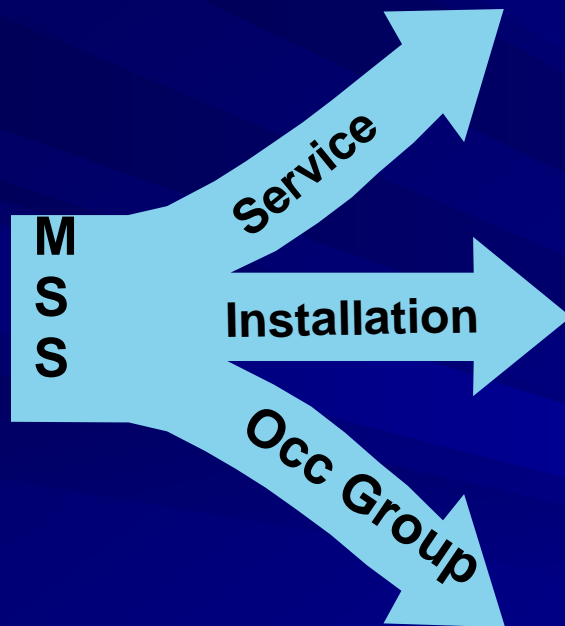
# FILLING VACANCIES

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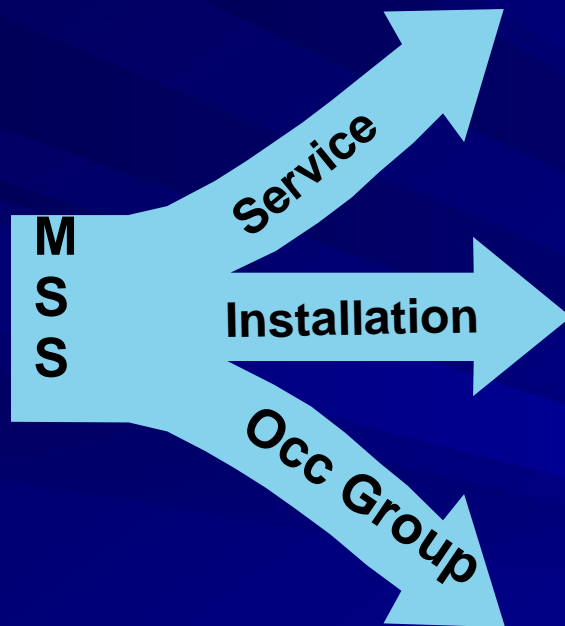


# MAINTENANCE SENIORITY



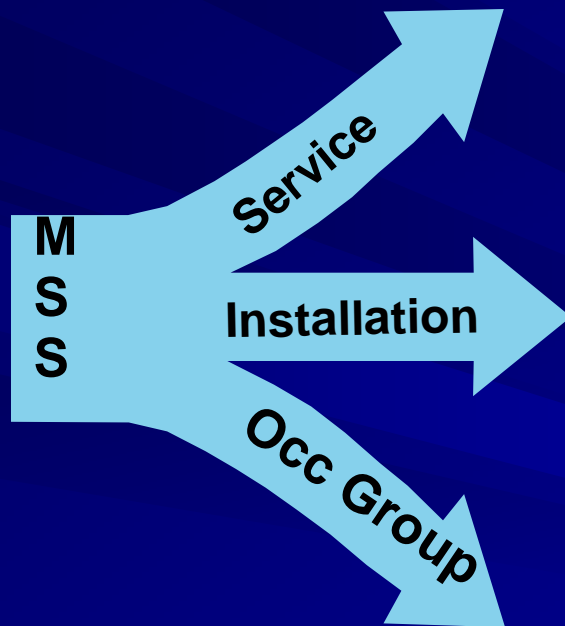
**There are 3 kinds of seniority for every maintenance craft employee.**

# SERVICE SENIORITY



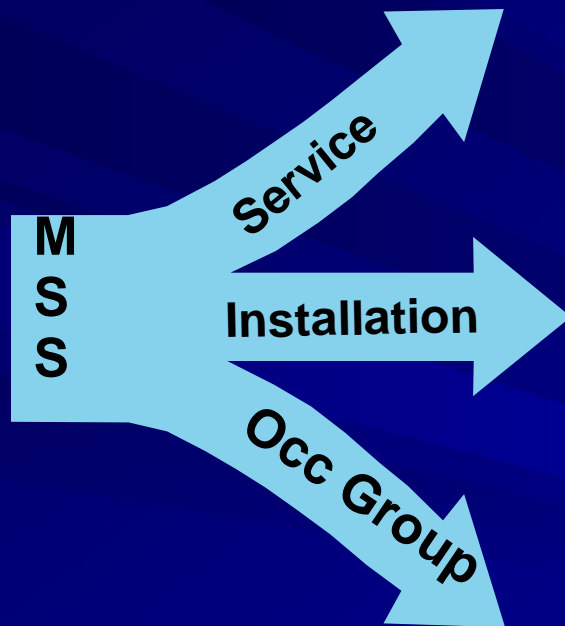
**Based on total part or full time service in Maintenance Craft regardless of Occupational Group or Level.**

# INSTALLATION SENIORITY



Computed from entry into the Maintenance Craft in an installation. Continues as long as service is uninterrupted.

# “OCC GROUP” SENIORITY



**Occupational Group Seniority shall be determined by position designation and level.**

# BANDING

- ABID automatically bands all INCRAFT scores.
- For 70.1 and above = 5 point bands
- For 70 and below = 2 point bands

# SENIOR QUALIFIED

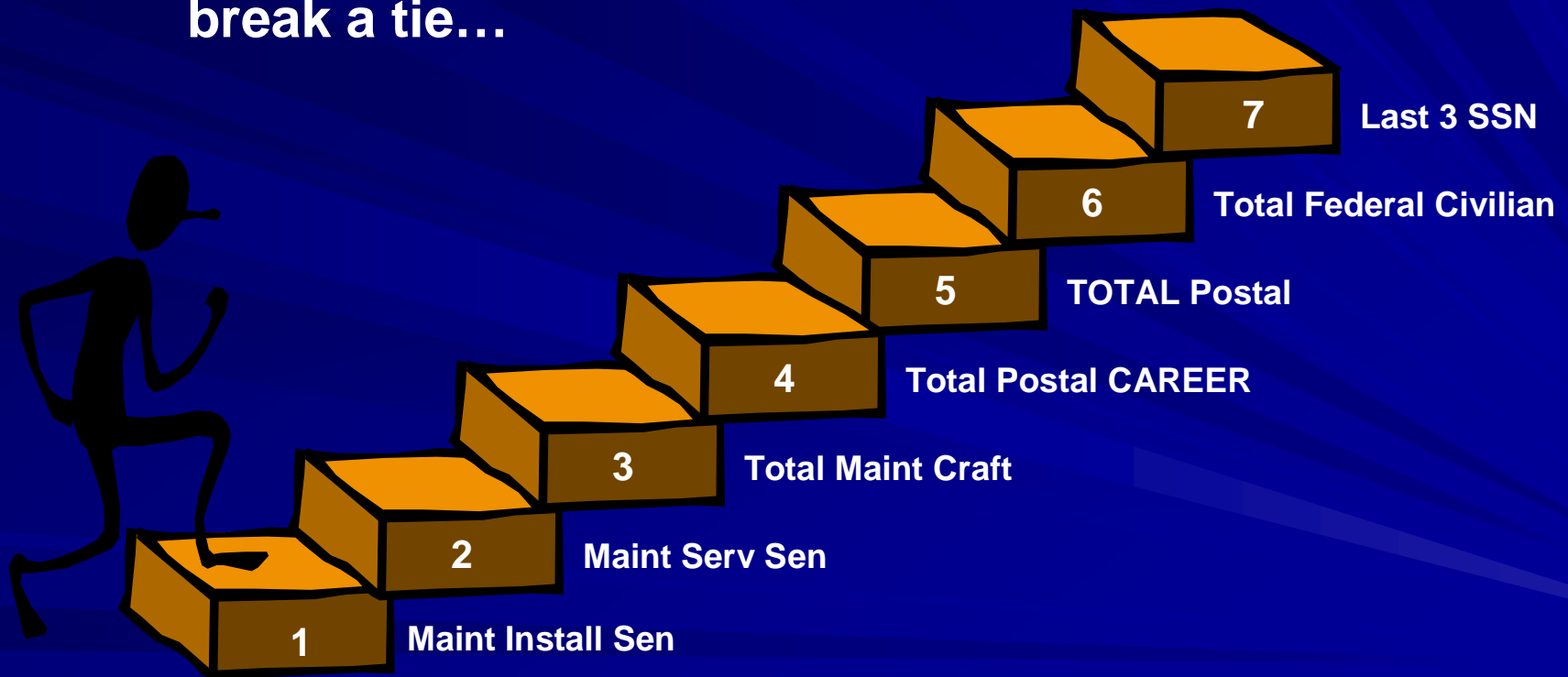
- Custodian PS 2
- Custodial Laborer PS3
- Elevator Operator PS3
- Group Leader PS4
- MM6
- AMT 8
- MSC6
- MPE8
- ET11
- From any lower level
- From any lower level
- Any equal or lower level
- From LC3
- From MM5
- From AMS7
- From MSC5
- From MM6
- From MPE8

# THE TIE-BREAKER 38.3.J

- When it is necessary to determine the seniority ranking for two or more employees **who are promoted, assigned, reassigned, hired or transferred** to vacancies in the same occupational group and level in the Maintenance Craft on the same day, the following shall be used to break any tie that might exist.

# The Tie-Breaker (Article 38.3.J)

There are seven factors to apply to break a tie...





# Testing No Loss No Gain

- The testing for MSS Positions is “no loss no gain”.
- This means if the test is scheduled during your scheduled work time, you are compensated and if it is not scheduled during your scheduled work time you are not compensated
- See Step 4 H1C3WC16508 or H8C4BC29625

# Part time regulars on PERS

- Part time regulars are be placed on the PER for promotion . PTRs are placed after all full time employees who are qualified.
- See Step 4 H7T4UC24069

# UPDATE GRIEVANCE

- The Update Process must be completed within 37 days of employee's written request.
- The grievance should be filed within 14 days of the 37th day .
- The remedy should be that the grievant receive higher level pay, out of schedule pay and the grievant be promoted into any position that was denied because of this violation and be made whole including adjusted "occ group" seniority.

# UPDATE GRIEVANCE (cont.)

- Sometimes there is no remedy to achieve
  - 1. Grievant failed update
  - 2. Grievant was not denied a promotion due to lack of a vacancy

# Register Dates

Register Dates Vary and  
Are Very Important for  
Filing a Timely Grievance

# Incraft Register Dates

- New to Craft Applicant
  - Register date: Date of entry in Maintenance Craft
- New Position in the Installation
  - Register date: 150 days from closing date of the announcement
- New to Installation-Transfer
  - Register date: 150 days from date of entry into new installation

# Incraft Register Dates

- Open Season

- Register date:  
March 31,  
2006/2009/etc

- Update

- Register date: Date  
application to update  
is approved.

# Incraft Register Dates

- Incraft Register Dates set the timeline for filing a timely grievance
- Grievances must be filed within 14 days of the contractual limit.
- The contractual limit is 150 days from the register date for all options except update.
- The contractual limit for updates is 37 days from the register date.



# Inservice Register\* Date

- Closing date of the Inservice Announcement
- The Inservice process does not have a designated time limit and is not grievable.

# Entrance Register\* Date

- Closing date of the Entrance Announcement or ??????????date of the exam

\*Entrance registers do not have a time limit and are therefore not grievable.

# Register Dates

- Incraft Register Dates set the timeline for filing a timely grievance
- Grievances must be filed within 14 days of the contractual limit.
- The contractual limit is 150 days from the register date for all options except update.
- The contractual limit for updates is 37 days from the register date.