Diplomatic Pouch and Mail Room Clerk, FSN-4; FP-AA*

Major Duties and Responsibilities

A) Provides DPMU customer service: Assesses patron's eligibility to use the DPO. Provides authorized DPO patrons with information at time of mailing about different rates by USPS rate category, extra USPS services, US customs information, and proper packaging. Ensures that patrons are not sending hazardous or restricted material. Uses USPS Integrated Retail Terminal (IRT) to calculate weights, extra services and fees. Provides guidance and training to customers on how to use Click N' Ship. Postmarks and cancels US Postage affixed to mailings. Affixes proper customs forms and provides extra services receipts to patrons. Act point of contact with DPO Gateway Manager when needed.

B) Receives, sorts, and routes incoming unclassified diplomatic pouch correspondence, local delivery mail, common carrier mail (DHL, FedEx), inter-office mail, and newspapers. Conducts initial mail threat screening of these items. Processes the necessary paper work and petty cash requests for the release of incoming unclassified pouches from local customs. Uses ILMS to scan and track incoming pouch numbers and registered pouch correspondence. Delivers "over the counter", incoming unclassified pouch correspondence, local delivery mail, common carrier mail, inter-office mail, and newspapers to the various agencies at post. Maintains records of all accountable items delivered including registered pouch correspondence and common carrier mail i.e.
Accepts unclassified pouch correspondence, local delivery mail, common carrier mail, and inter-office mail, from agencies at post. Prepares and dispatches unclassified diplomatic pouch using ILMS. Prepares all documentation, labels, and flight tags. Tenders unclassified diplomatic pouches to contract air carriers. Arranges for pickup of common carrier mail.

C) Conducts make up and dispatch of the DPMU mail: Places DPO mail in mail transportation equipment. Affixes proper barcode slide labels, flight tags, special mail category tags and anti-pilferage seals. Weighs the prepared mail pouches and includes their weights and numbers on the daily AV-7 Military/Diplomatic Mail Manifest. Escorts the DPO Mail during transport to the international airport. Tenders DPO mail to International air carriers for transport to the US. Observes that air carriers are providing proper security and handling of the DPO mail. Logs outgoing mail in the DPO daily mail log.

D) Receipt, threat screening, break down and distributions of incoming DPO mail: Receives DPO mail from air carriers. Escorts incoming DPO mail during transport from international airport to mission. Conducts initial mail threat screening in Personal Protective Equipment. Removes mail from mail transport equipment. Annotates information for daily mail transit time surveys. Sorts mail by unit number, box number and name. Prepares accountable mail receipts. Distributes mail to mail receptacles, office mail clerks and other authorized DPO patrons. Forwards mail, directories miss-sent and insufficiently addressed mail, properly handles not deliverable as addressed mail by USPS rate category. Provides mail transit time reports to DPM. Runs DPO catalog reduction program.

E) Provides USPS publications, supplies and forms to DPO patrons: Provides USPS publications, supplies and forms to DPO patrons as required. Annotates issues of supplies and forms in supply inventory. Provides photocopying service, fax service, and Diplomatic note number issuing to agencies at post.

F) As the backup embassy Telephone Operator, utilizes the Nortel Meridian system to receive and route incoming calls. Uses the same system to place outgoing billable calls by agencies and maintains a log of these calls.

G) Assumes all responsibilities of the DPMU Supervisor when on leave or absent.