

Table of Contents

Preface..... *vii*

Chapter One

The U. S. Postal Service 9

- Benefits 10
 - Vacation and Sick Leave 10
 - Health & Life Insurance 10
 - Retirement 11
- Employee Classifications 11
 - Full-Time, Part-Time Flexible, Supplemental 11
 - Casual Temporary Employment 11
- Qualification Requirements 12
 - Age Limit 12
 - Entrance Exams 12
 - Citizenship, Physical Requirements, State Driver’s License 13
- Drug Testing 13
- Application Procedures 14
 - Positions That Don’t Require a Written Exam 15
- Veterans Preference 16
- Pay Scales 16-17
- Postal Occupations With Over 1,000 Employees 18

Chapter Two

The Hiring Process..... 19

- Employee classifications 20
- Recruitment Options 21
 - Noncompetitive (Internal Hiring) 21
 - Competitive (External Hiring) 21
- Advertising Job Vacancies 22
- Examinations 22
- Registers 24
- Suitability, Selection, and Appointments 24-25
- Getting in the Front Door 26
- Interviews 26

Chapter Three

What Jobs Are Available..... 27

- Improving Your Chances 28
- Postal Service Workers 28
 - Nature of the Work 28
 - Work Environment 30
 - Training, Other Qualifications and Advancement 31
 - Employment and Outlook 32
 - Earnings 33
- Major Occupations 34
- Custodian and Custodial Laborer 35
- Data Conversion Operator and Maintenance Positions 36
- Vehicle Operator / Tractor-trailer Operator 37
- Processing, Distribution and Delivery 39
- City Carrier and Clerk 39
- Distribution Clerk, Machine and Flat Sorting Operators 40
- Mail Handler/Processor 40
- Automated Mark Up Clerk 41
- Occupations List (Partial) 42

Chapter Four

Postal Exams..... 43

- 473 Major Entry-Level Exam 44
- Skills Tests 44
- Road Test Examination 45
- Study Habits 45
- Test Taking Strategies 45
- Sample Exams 46
 - Motor Vehicle Operator Exam 91 (47)
 - Clerical Abilities Exam 710 (53)
 - Computer Based Exam 714 (59)
 - Maintenance Position Exam 931 (60)
 - Maintenance Position Exam 932 (75)
 - Maintenance Position Exam 933 (89)
 - Automotive Mechanic Examination 943 (103)
 - Accounting Technician Junior Examination 741 (104)

Chapter Five

The 473 & 473-C Postal Exam 107

- Entry Level Jobs Covered by the 473 Exam 108
- Exam Content 108
 - Address Cross Comparison (Part A) 109
 - Forms Completion 109
 - Coding (Part C Section 1) 110
 - Memory (Part C Section 2) 110
 - Personal Characteristics and Experience 110

- General Information 111
- Exam Overview 111
- Test Taking Strategies 112
- Address Checking Part A 114
 - Part A Practice Exam 118
- Forms Checking Part B 121
 - Part B Practice Exam 121-131
- Coding & Memory – (Section 1 Coding) Part C 132
 - Part C (Coding) Practice Exam 134-137
- Coding & Memory – Part C (Section 2 Memorization) 138
 - Part C (Memorization) Practice Exams 142-146
- Personal Experience and Characteristics Part D 147
- Practice Exam Answer Sheets 149-154

Chapter Six

The Interview Process. 155

- Interview Types 155
- Before the Interview 156
 - Assess Your Interviewing Skills 157
 - Evaluate Your Strength 157
 - Assess Your Overall Appearance 157
- During the Interview 158
 - Introductory Phase 158
 - Middle Phase 160
 - Frequently Asked Questions 160
 - Sample Questions You Should Ask 162
 - Closing Phase 162
- Illegal Questions 163
- After the Interview 163
- Phone Follow-up 164

Chapter Seven

Veterans Preference. 165

- Veterans Preference 166
 - Five Point Preference 166
 - Ten Point Preference 167
- Veterans Recruitment Appointment (VRA) 169
- 30% or More Disabled Veterans 171
- Veterans Employment Opportunities Act (VEOA) 172

Chapter Eight

Job Descriptions. 173

- Position Descriptions List 173
- 28 Position Descriptions from Accounting Tech to Window Clerk 174-192

Chapter Nine

Occupation Directory..... 193

- Directory of Postal Occupations and Average Salary 193-204

Chapter Ten

Postal Inspectors. 205

- Overview 206
- Requirements for U.S. Postal Inspectors 207
- Special Knowledge 208
- Drug Policy 211
- Candidate Application Process 212
- Basic Inspector Training Process 213
- Compensation 214
- Relocation Expenses 215
- U.S. Postal Inspection Service Division Offices 216

Chapter Eleven

Civil Service Job Options. 217

- Locating Job Vacancies 218
- Nature of Federal Employment 218
- Working Conditions 221
- Employment 221
- Occupations 222
- Outlook 224
- Pay and Benefits 225
- Getting Started 225
- Educational Requirements 226

Appendix A

Job Hunters Checklist. 227

Appendix B

Corporate Positions. 231

Appendix C

Customer Service District Offices..... 243

Index 249