

MAIL CLERK
Selection Process I.D. #
4142/0223
EXAMINATION PLAN

I. WRITTEN EXAMINATION

Multiple Choice - 50 items

Weight = 100%

Pass = 70%

Time Limit = 2 hours

Hand-held Calculator Permitted

	CONTENT AREA	# OF ITEMS	PERCENTAGE
1.	Determining Postal Rates from Charts	10	20
2.	Reading and Interpreting Postal Charts	5	10
3.	Knowledge of Special Mail Service	4	08
4.	Mail Sorting Process	8	16
5.	Invoicing and Accounting	4	08
6.	Basic Computer Concepts and Error Checking	9	18
7.	Interpersonal Relations and Public Contact	<u>10</u>	<u>20</u>
	TOTALS	50	100%

REFERENCE SOURCES:

United States Postal Service. Quick Service Guide, and Notice 123.

<http://pe.usps.com/cpim/ftp/manuals/qsg300/full/qsg300.pdf>

<http://pe.usps.com/text/dmm300/Notice123.htm#1083767>

<https://www.usps.com/international/insurance-extra-services.htm>

http://pe.usps.gov/text/pub28/28c2_001.htm

<http://pe.usps.gov/text/dmm300/602.htm>

<https://www.usps.com/ship/mail-shipping-services.htm>

United Parcel Service, Inc. 2016 UPS Rate and Service Guide.

https://www.ups.com/media/en/daily_rates.pdf

Devito, Joseph A., Essentials of Human Communications, Third Edition, Longman, 1999.

Fulton, Patsy J. and Joanna Hanks, Procedures for the Office Professional, 2nd Edition, Southwestern Publishing Co, 1990.

Locker, Kitty O., Business and Administrative Communication, Fourth Edition, Irwin-McGraw Hill, 1997.

Rubin, Melanie, Are You With Me? Common Courtesy on the Phone, CMD Publishing, 1998.

Stewart, Doug, The Power of People Skills, John Wiley and Sons, Inc., 1986.

The American Heritage Dictionary of the English Language, 3rd Edition, Houghton Mifflin Company, 1996.

Glossary of Computer and Internet Terms - PC.net

<https://pc.net/glossary/>

Timm, Paul R, and James A Stead, Communications Skills for Business and Professions, Prentice Hall, 1998.

Truitt, John, Phone Tactics for Instant Influence, Dembner Books, 1990.

This examination consists of 50 multiple-choice questions, all equally weighted.

II. PHYSICAL PERFORMANCE ASSESSMENT

Lifting

Pass/Fail

Time Limit = 5 minutes