

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 11
 - Supplemental Work Force 11
- Qualification Requirements 12
 - Age Limit 12
 - Entrance Exams 12
 - Citizenship, Physical Requirements, State Driver’s License 13
- Drug Testing 13
- Application Procedures 14
 - All Vacancies 14
 - Positions Requiring Entrance Examinations 14
 - Positions That Don’t Require a Entrance Exams 15
- Veterans Preference 16
- Pay Scales 16-17
- The Largest Postal Occupations 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
- Positions Restricted to Veterans’ Preference Eligibles 22
- Examinations 23
- 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 29
 - Nature of the Work 29
 - Work Environment 30
 - Training, Other Qualifications and Advancement 31
 - Employment and Outlook 32
 - Earnings 33
- Major Occupations 34
- Custodian and Custodial Laborer 34
- Data Conversion Operator 35
- Maintenance Positions 36
- Vehicle Operator / Tractor-trailer Operator 36
- Processing, Distribution and Delivery 38
- City Carrier and Clerk 38
- Rural Carriers 39
- Distribution Clerk, Machine and Flat Sorting Operators 39
- Mail Handler/Processor 40
- Automated Mark Up Clerk 40
- Occupations List (Partial) 42

Chapter Four

Postal Exams..... 43

- 473 Major Entry-Level Exam 44
- Skills Tests 44
- Road Test Examination 44
- Study Habits 45
- Test Taking Strategies 45
- Sample Exam List 46
- Preparing For Exams 46
- What to Expect in the Exam Room 47
- Reasonable Accommodations 48
- Frequently Asked Questions 48
- Postal Police Exam 630E / 630
- Sample Exams 50 - 90
 - Exam 630/630E - Postal Police 50
 - Exam 710/720/725/730 - Clerical Battery Exam 56
 - Exam 714 Computer Based Exam 64
 - Exam 741 / 744 - Accounting Exam 66
 - Exam 916 - Custodial Maintenance Exam 77
 - Exam 943 - Auto Mechanic Exam 84
 - Exam 955 - Mechanical & Electrical Job Skills Exam 87

Chapter Five

The 473 & 473-C Postal Exam 91

- Entry Level Jobs Covered by the 473 Exam 92
- Exam Content 92
 - Address Cross Comparison (Part A) 93
 - Forms Completion 93
 - Coding (Part C Section 1) 94
 - Memory (Part C Section 2) 94
 - Personal Characteristics and Experience (Part D) 94
- General Information 95
- Exam Overview 95
- Test Taking Strategies 96
- Address Checking Part A 98
 - Part A Practice Exam 102
- Forms Checking Part B 105
 - Part B Practice Exam 105-115
- Coding & Memory – (Section 1 Coding) Part C 116
 - Part C (Coding) Practice Exam 118-121
- Coding & Memory – Part C (Section 2 Memorization) 122
 - Part C (Memorization) Practice Exams 126-130
- Personal Experience and Characteristics Part D 131
- Practice Exam Answer Sheets 133-136
- Practice Exam Answer Key 137

Chapter Six

The Interview Process. 139

- Interview Types 139
- Before the Interview 140
 - Assess Your Interviewing Skills 141
 - Evaluate Your Strength 141
 - Assess Your Overall Appearance 141
- During the Interview 142
 - Introductory Phase 142
 - Middle Phase 144
 - Frequently Asked Questions 144
 - Sample Questions You Should Ask 146
 - Closing Phase 146
- Illegal Questions 147
- After the Interview 147
- Phone Follow-up 148

Chapter Seven

Veterans Preference. 149

- Veterans Preference 149
- Vets Without a Service Connected Disability 150
- Vets with a Service Connected Disability 151
- Special Appointment Authorities 152

- Veterans Recruitment Appointment (VRA) 152
- Thirty Percent or More Disabled Veterans 155
- Veterans Employment Opportunities Act (VEOA) 156

Chapter Eight

Job Descriptions..... 157

- Position Descriptions List 157
- 24 Position Descriptions from Accounting Tech to Window Clerk 158-172

Chapter Nine

Postal Inspectors. 173

- Overview 174
- Requirements for U.S. Postal Inspectors 175
- Special Knowledge 176
- Drug Policy 179
- Candidate Application Process 180
- Basic Inspector Training Process 181
- Compensation 182
- Relocation Expenses 183
- U.S. Postal Inspection Service Division Offices 184

Chapter Ten

Civil Service Job Options. 185

- Locating Job Vacancies 186
- Nature of Federal Employment 186
- Working Conditions and Employment 189
- Occupations 190
- Outlook 192
- Getting Started 193
- Pay and Benefits 193
- Educational Requirements 194

Appendix A

Job Hunters Checklist. 195

Appendix B

Corporate Positions. 199

Appendix C

Customer Service District Offices..... 211

Index 219