



# Becoming an Executive Mail Center Manager

Recognize  
excellence  
with the  
mail  
industry

**Fast forward your success** and become an Executive Mail Center Manager (EMCM). Building and running a successful mail center operation is a full-time—sometimes even around-the-clock—job that requires belief, commitment and energy. Now more than ever Mail Center Operations Managers are required to be knowledgeable about a wide scope of issues, ranging from postal software to mail security. Understanding these issues is one thing. Doing something about them requires the help of experts who are held in the highest esteem within their unique areas of specialization. You will receive in-depth, up to date training within eight (8) key subject areas that will provide immediate tools for you to reduce cost and improve productivity within your mail center operation. Your certification will be a strong signal to peers and prospective employers alike that you have achieved elite status within this profession. Don't delay, sign up today. Become a member of the charter class graduating in 2003.

The program is sponsored by the U.S. Postal Service and developed by a professional committee with representatives from the mailing industry. It is overseen by a control board of experts from the mailing industry and is a partnership with the Postal Service's National Center for Employee Development.

## **Program Delivery**

The Postal Service's National Center for Employee Development has partnered with mailing industry professionals to deliver the Executive Mail Center Manager Program. There are eight "body of knowledge" content areas identified that will be included in the program.

## **People Management—Human Relations, Career Development and Leadership**

This body of knowledge includes managing and supervising employees; handling personnel-related issues; observing people and equipment; assisting staff; managing overtime; developing, overseeing and reviewing daily schedules, routines and workloads; disciplining your staff; assessing the staff's development needs and capabilities; writing job descriptions; recruiting and selecting staff; training and evaluating staff; recognizing contributions; acting on labor relations issues; influencing superiors, peers and subordinates; and developing career paths for yourself and others.

## **Sales and Marketing—To Internal and External Customers**

Included here is the ability to create services people want, meet customer expectations, address customer complaints, manage relations with the post office, design mailpieces and negotiate rates with other carriers.

## **Managing Mail Center Operations**

A quality mail center must be able to establish routes, presort and pack mail, prepare outgoing mail, sort incoming and outgoing mail, address security issues in mail, track mail, manage internal mail, read and manage mystery mail, manage internal and external mailing lists and manage document storage.

## **Manage Mail Center Finances**

In this body of knowledge, you will learn about preparing budgets, managing finances of all mail-processing systems, matching invoices with statements, consolidating bills (invoices, equipment, periodicals), managing chargebacks (budget codes) and reconciling inventory.

## **Mail Center Safety and Security**

With mail security and safety being such a large concern, the program will now include a body of knowledge on mail center safety and security. It will include addressing security issues, hazardous materials, biological weapons, types of diseases, spread of diseases and treatment options, detection of suspected contamination and SOPs for cleaning contaminated equipment.

## **Plan and Manage Technology—Tools, Equipment and Electronic Devices**

This body of knowledge will focus on the following: ensuring the development and utilization of information systems, creating and managing Web and Internet pages and knowledge of special software (e.g., manifesting, presort, certified mail, voice activated, etc.). Other subjects include: mail center planning; disaster contingency plans, analyzing mail volumes and internal reporting.

Equipment covered includes: barcode scanners, computers, fax machines, flat sorters, folder/inserters equipment, large print and production equipment, mail-management systems, mail mobiles, mailing machines, MERLIN, optical-character readers, postage meters, printers, robotics, scales, scanning equipment, strapping equipment, vendor online systems and X-ray machines.

## **Formulate and Implement—Plan and Policy Marketing**

This is the area that deals with the government and the rules including demonstrating familiarity with postal regulations such as private express statutes, domestic mail manual, state-mandated laws, rules, legislation governing mail and internal mail manuals. This area will also track changes in laws, rules and regulations and being able to communicate to others in the organization these changes; interact with import/export and U.S. Customs officials; and acting in compliance with ADA hiring, firing, EEO, ergonomics and unions.

## **Quality—Total Quality Management**

This last body of knowledge includes components of the quality process, changing culture in the mail center, mail center processes, re-engineering, ongoing process improvement, benchmarking, getting it right the first time, quality review, team building, problem solving and communication skills.