Executive Mail Center Manager

The **Executive Mail Center Manager (EMCM)** course is a comprehensive training program that is designed for individuals who wish to develop Mail Center Management skills. It offers a professional designation that emphasizes professionalism in Mail Center Management. The course teaches skills needed to manage more effectively, boost productivity and cut costs. The program is sponsored by the U.S. Postal Service and developed by a professional committee with representatives from the mailing industry. Participants are required to complete eight modules to earn certification. At the completion of each module there will be an exam.

Target Audience: **Postal Customer Councils (PCC)** members who wish to: enhance their professional credentials in Mail Center Management by taking this opportunity to achieve a professional level of competence, earn recognition within the industry, and enhance their personal reputation and that of their company.

Here is what you will learn in the Executive Mail Center Manager Program:

PEOPLE MANAGEMENT
- Managing and supervising employees
- Handling personnel-related issues
- Observing people and equipment
- Assisting staff
- Managing overtime
- Schedule and workload issues
- Assessing staff's needs and capabilities
- Writing job descriptions
- Recruiting, selecting and training staff

SALES & MARKETING
- Creating services that people want
- Meeting customer expectations
- Addressing customer service issues
- Designing mailpieces
- Managing relations with the Post Office
- Negotiating rates with other carriers

PLANNING & MANAGING TECHNOLOGY
- Developing and utilizing information systems
- Intelligent Mail Barcode/Full-Service
- Learning special mail-related software
- Understanding over 20 types of equipment

BASIC MAIL DESIGN
- Mailability
- Processing Categories
- Machinability
- Addressing for Success

MANAGING MAIL CENTER OPERATIONS
- Establishing mail routes
- Preparing outgoing mail
- Sorting incoming & outgoing mail
- Developing internal mail policies and procedures
- Formulating disaster contingency plans
- Addressing mail security issues
- Tracking mail
- Managing internal and external mailing lists
- Analyzing mail volumes
- Preparing daily, weekly and monthly reports

MAIL CENTER SAFETY & SECURITY
- Addressing security issues
- Hazardous materials
- Biological weapons
- Types of diseases and treatment options
- Detection of suspected contamination
- Procedures for cleaning contaminated equipment

MANAGING MAIL CENTER FINANCES
- Preparing budgets
- Managing finances of mail processing systems
- Reconciling inventory
- Managing charge-backs

TOOLS AND RESOURCES
- Understanding government and postal regulations
- Tracking changes in laws, rules and regulations
- The Domestic Mail Manual
- Postal Resources
- Mail Services User Guide

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The EMCM Program is available through a four-day residency course at the National Center for Employee Development (NCED) in Norman, Oklahoma for $1,025 (plus airfare) and a per night hotel rate.

The Education Subcommittee of the PCC Advisory Committee in collaboration with the NCED Team is **offering a Three-Day EMCM Program to PCCs at a reduced rate**. This course is delivered in the field at a location determined by the PCC.

The **tuition covers everything** for the program, **including ALL course materials, the final exam** and all **travel expenses** for the instructors. No additional costs will be incurred by the PCC - just the per PCC Member rate.

This is a *great opportunity* to offer the **EMCM Program to your PCC membership**. Please contact **Lisa Roth** at lisa.a.roth@usps.gov for information regarding scheduling the program including availability of dates.

Tuition Costs for PCC Members –
Effective October 1, 2015

$690 per PCC Member (**minimum of 10** with a maximum of 14 paid attendees)

$605 per PCC Member (**minimum of 15** with a maximum of 19 paid attendees)

$565 per PCC Member (**20** plus paid attendees)