

Course Structure

The Lead Sales and Services Associate (LSSA) Training program, which is designed for delivery through the USPS training network, is a combination of eLearning, two days of classroom instructor-led training, and on-the-job training (OJT).

The five eLearning training modules:

- Are accessed via the USPS, Learning Management System (LMS).
- Should be completed at 100% as noted in the LMS.
- Will be addressed during the classroom instructor-led portion of the training process.

Participants will need to have completed all prerequisite LSSA eLearning training requirements in order to be scheduled for the classroom instructor-led training portion of the program.

There should be no more than 30 days between the completion of the eLearning modules and the start of classroom training.

The classroom training provides training on those elements common to all Lead Sales and Services Associates, such as interpersonal skills, customer relations, revenue generation, postal products and services, as well as financial procedures and responsibilities.

****Note: TACS training for LSSAs is required when making entries to correct time and attendance records and retaining required supporting documents. TACS entries to time and attendance records will be approved by supervisors.***

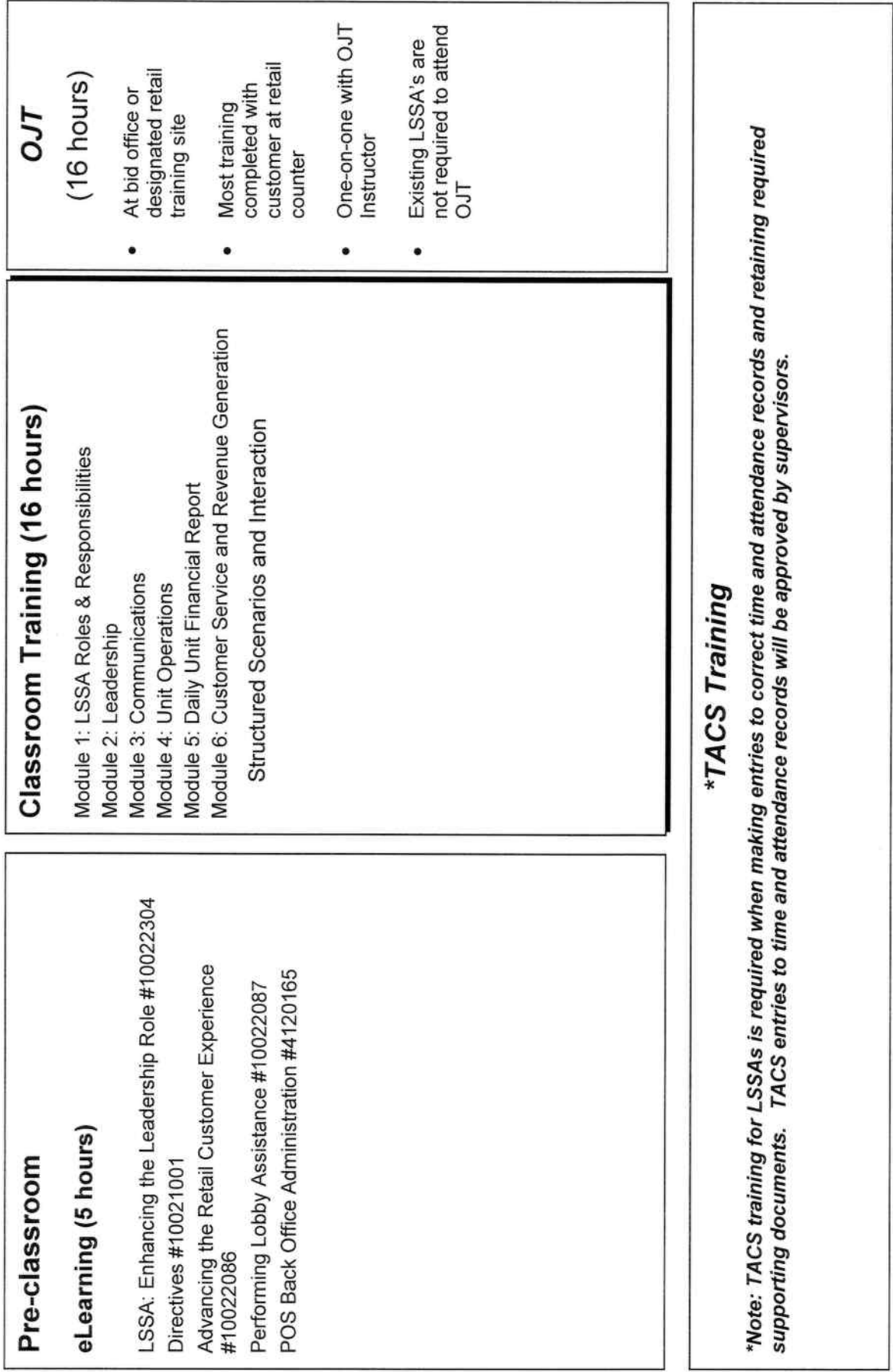


Modules are presented in a classroom environment; instructional methodologies include demonstration, role-play, presentation, and reading.

Once the classroom training has been completed, an OJT Instructor (OJI) will be assigned to the new Lead Associate to provide On-the-Job Training (OJT). It is recommended that the OJT immediately follow the classroom instruction.

The OJT should be completed within 7 calendar days of the classroom training. The 7-day time period does not include any scheduled leave of the Lead Sales and Services Associate during the same time period.

Figure I
Lead Sales and Services Associate Training
Process Flowchart



****Note: TACS training for LSSAs is required when making entries to correct time and attendance records and retaining required supporting documents. TACS entries to time and attendance records will be approved by supervisors.***



During the Training

- Invite the installation head, or their designee, to “open” the classroom session to demonstrate local management’s commitment to Lead Sales and Services Associate training. Such participation adds credibility to the program.
- Prepare class rosters. Class rosters should contain the start date, program number and title, instructor’s name, program length, and location. Rosters should be completed and finalized during the first day of the class.
- ***Lead Sales and Services Associate absences during the training program, while undesirable, may occasionally be unavoidable:***
 - **Classroom:** If a LSSA misses more than one day of classroom training, the LSSA should be removed from the training and rescheduled. Absences from the classroom of one day or less will require make-up time. Make-up classroom time may be with a classroom instructor or may be administered on a self-study basis.
 - **OJT:** If a Lead Associate misses more than one day of OJT, the new associate should be removed from the training and rescheduled. Absences from the OJT of less than one day will require make-up time. Make-up OJT must be conducted one-on-one between the new associate and the OJT instructor.
- If the Lead Associate withdraws from the Lead Sales and Services Associate Training program, handle this according to Article 37.3.F.7 of the National Agreement.
- Maintain quality control of the classroom instructors and OJT Instructors. The successful delivery of Lead Sales and Services Associate training depends upon the integrity of the training materials, the professionalism of the instructors, and the support of functional managers. The training staff, with the support of functional field and district managers will monitor quality control and compliance of the program.
- Prepare PS Form 2548, *Individual Training Record* as soon as names are received.
- Ensure that instructors review training materials and use Postal Bulletins and/or manuals to temporarily update training materials, as needed. Revised materials will be periodically distributed to the district training offices from Training and Development.

- Oversee the administration of the Lead Sales and Services Associate training. This responsibility includes coordinating with the appropriate managers the resources needed to administer and conduct the training. The course must be administered according to the guidelines in the National Agreement and this Administrator's Guide. When part-time flexible (PTF) or Postal Support Employees (PSE) are assigned retail duties, they will be subject to the same qualification procedures as employees who bid for retail duty assignments.
- Within six months of selection, classroom instructors must attend and/or observe one classroom session of the Lead Sales and Services Associate Training program and instruct one classroom session which is observed by a certified LSSA classroom instructor. This will help update their technical skills, as well as address any issues concerning elements of the course
- OJT Instructors will be provided with a Lead Sales and Services Associate Training Participant Guide for reference and use during OJT.

Manager, Retail (Or Designee)

Before the Training

- Coordinate with the Manager, LD&D (or designee), the selection of On-the-Job training sites.
- Coordinate with the Manager, LD&D, careful selection of classroom instructors and OJT Instructors. The instructors and OJT Instructors should be role models for new Lead Sales and Services Associates.
- Ensure that OJT Instructors are provided 2 hours of preparation time before administering structured on-the job training, and 2 hours post training time.

****Note: TACS training for LSSAs is required when making entries to correct time and attendance records and retaining required supporting documents. TACS entries to time and attendance records will be approved by supervisors.***



During the Training

- Support the training staff by providing supplemental materials and manuals, OJT Instructors, and guest subject matter experts, to ensure that local policies, procedures, and issues are addressed in the Lead Sales and Services Associate Training program.
- Assist the training staff to ensure that the training is administered and conducted according to this Administrator's Guide, as well as postal policies and procedures.

After the Training

- Support the training staff by providing supplemental materials, guest subject matter experts.
- Reinforce skills and knowledge by Postmasters or Managers, Customer Services with information to help Lead Sales and Services Associates and Retail Associates apply newly acquired skills on-the-job.
- Support Postmaster and Managers by providing job aids that help keep Lead Sales and Services Associates current on postal products and services.
- Update retail offices on any changes in policies and procedures that involve postal products and services and/or retail operations.

The above strategies are essential to help LSSAs be successful in their positions after completion of the Lead Sales and Services Associate Training program.

Manager/Postmaster

Before the Training

- Coordinate with the district training office or the servicing Postal Employee Development Center (PEDC) to schedule and notify the Lead Associate of the scheduled Lead Sales and Services Associate training classes.*
- Explain travel policy and procedures to the Lead Associate. Assist the Lead Sales and Services Associate in securing driving directions, overnight lodging, or air travel arrangements.
- Thoroughly review the course objectives with the LSSA before the beginning of the classroom training.
- Ensure that the OJT Instructor is given adequate time to prepare before administering On-the Job Training; 2 hours preparation prior, and 2 hours post training time.
- Ensure that the OJT Instructor is present during consignment of the Lead Associate's accountability.

****Note: TACS training for LSSAs is required when making entries to correct time and attendance records and retaining required supporting documents. TACS entries to time and attendance records will be approved by supervisors.***



During the Training

- Ensure that equipment and supplies are ordered and on-hand for the newly trained Lead Sales and Services Associate.

13. *Maintains records, files and submits reports, as assigned.
14. May verify presort and bulk mailings of all classifications; computing and maintaining on a current basis mailers' credit balances.
15. In addition, may assign and clear accountable items and distribute mail as required.
16. *Performs other duties as assigned.



Read Out Loud:

You might have noticed some of the items have asterisks while others do not. Does anyone know what the marked ones have in common? (Wait for an answer or select a participant)

(Answer: Items that have an asterisk (*) are duties and responsibilities unique to LSSAs. The other items are common to both LSSAs and SSAs).



Read Out Loud:

The goal of this activity was to highlight the role of the LSSA. In this position there is more accountability and responsibility which will require you to effectively communicate while providing administrative and technical guidance to retail employees in the unit. Remember, the role of an LSSA is one of leadership and to help bridge the gap between the SSAs and Management.

***Note: TACS training for LSSAs is required when making entries to correct time and attendance records and retaining required supporting documents. TACS entries to time and attendance records will be approved by supervisors.**



Summary



Show slide 11

Read Out Loud:

As you can see, the Lead Sales and Services Associate is a key position in helping the retail unit be successful. Both Sales and Services Associates and management look to you for support and leadership. As Lead Sales and Services Associates you will lead a variety of retail and customer support activities.

Knowing your role and responsibilities is vital to your continued success. You are a leader and must lead by example and help everyone participate in making the retail unit run efficiently. As you progress through the training you will learn more about your role and responsibilities as well as develop your skills to be successful as a Lead Sales and Services Associate.

***Note: TACS training for LSSAs is required when making entries to correct time and attendance records and retaining required supporting documents. TACS entries to time and attendance records will be approved by supervisors.**



Summary

As you can see, the Lead Sales and Services Associate is a key position in helping the retail unit be successful. Both Sales and Services Associates and management look to you for support and leadership. As Lead Sales and Services Associates you will lead a variety of retail and customer support activities.

Knowing your role and responsibilities is vital to your continued success. You are a leader and must lead by example and help everyone participate in making the retail unit run efficiently. As you progress through the training you will learn more about your role and responsibilities as well as develop your skills to be successful as a Lead Sales and Services Associate.

***Note: TACS training for LSSAs is required when making entries to correct time and attendance records and retaining required supporting documents. TACS entries to time and attendance records will be approved by supervisors.**

