

TIPS On Writing Requirements for eCareers

Start early keeping a file on situations that you face, take action, and have a positive/corrective outcome.

Read the REQUIREMENTS for the Supervisor or Postmaster level position that you may be interest in, both now and in the next few years.

When you have time, select from your file of situations and practice putting it into the SITUATION, TASK, ACTION, RESULTS Format.

Be Very specific, so it is EASY to pick out each STAR step.

Examples that have a quantitative result are best. Increase in sales, productivity, employee retention, scanning, Customer Experience or decreased OT, accidents, unscheduled absences, carriers late returning, C360 cases, etc.

Use USPS language, the programs used to identify the issue/result; those used to research a problem; the drill down process. I know that you may know what you use, but the Board does not know that you know, unless you tell them. So, you did not "find" the package, you used track and confirm, WIMP, DMS, Informed Visibility, DMS, etc.

Make sure this is something YOU DID. If you get to the interview portion, you may be questioned about any of these STAR's - if it looks like you "Walk on Water" ... I would be looking for the rocks! Do not get caught up in exaggeration. Integrity is not something that is easily restored, so do not lose yours.

Stay current. If the STAR is more than a year old, do not give the date unless necessary. Working in the USPS, you are exposed to situations regularly, so it is a "What have you done lately" question.

If you have a great one, that was more than a year old, be sure you don't date it in other ways, such as out of date programs, a location that dates it from your profile, or any other old material. If the interviewer wants to know about the time, let them ask.

If there are Requirements that you do not feel you have a strong STAR, then take advantage of opportunities that allow you to develop them. Safety Captain, OJT, Sales leads, 204b, Amazon Sunday Supervisor, look outside the box - identifying Blue boxes for paint/repair, landscaping at the office; pressure wash, vehicle washing, office cleaning, tiling, updating, new ideas

DO NOT GIVE UP, DO NOT GIVE IN, BELIEVE IN YOURSELF, PREPARE YOURSELF FOR YOUR OPPORTUNITY!

MOVE PAST YOUR eCareer PREPARATION TO INTERVIEW PREPARATION,
DEVELOP YOUR ELEVATOR SPEECH, WORK ON YOUR HERO, BUILD A NETWORK,
LEARN THE NEWEST PROGRAMS, BE AVAILABLE FOR DETAILS,
DEMONSTRATE A GREAT WORK ETHIC, SHOW GREAT ATTENDANCE,
BE SAFETY CONSCIOUS AND DEMONSTRATE A GREAT ATTITUDE.

KEEP TRYING, THE JOB YOU WON'T GET, IS THE ONE YOU DON'T APPLY FOR....

If you've been packing your 'Career Bag' - you will be ready for the one you do get!

While the STAR (Situation, Task, Action, Result) is NOT required; demonstrating your KSA's (Knowledge, Skill, Ability) to address the requirement is, so STAR format is an easy way to accomplish this.

SITUATION

Describe a problem/issue that needed attention, identify your role.

"As 204b in Posttown, employee availability was an issue"

TASK

Describe the goal, accomplishment you are trying to achieve.

"...impacting carriers making dispatch."

ACTION

List the steps you took to solve this problem. This is where you are demonstrating your Knowledge, Skill and Ability to positively impact the situation.

"I surveyed area offices for available carriers. I used undertime to assign pieces of vacant routes. I used the OTDL to schedule / call in NSD carriers. Checked WebCoins to identify vacant positions and put in a hiring request."

RESULT

Describe the accomplishment in a quantitative result.

"...the ability to work with area offices to share employees, resulted in borrow carriers to cover vacant routes and carriers returning by dispatch."

- **Ask yourself about each requirement:**
- **What problem or issue did I describe?**
- **What was my goal or proposed solution?**
- **What actions did I take that show Knowledge, Skill and Ability to positively impact the problem?**
- **How did it turn out – in quantitative description ?**