



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:

MANAGEMENT ESSENTIALS

- Emotional Intelligence
- DiSC Behavioral Styles
- Communication
- Culture and Communication
- DESC (Describe, Explain, Specify, Consequences)

SALES & MARKETING

- Exceptional Customer Service
- Managing Relations with the USPS
- Marketing and USPS Products
- Marketing Types

TOOLS AND RESOURCES

- Postal Explorer Overview
- Domestic Resources
- International Resources
- Postal Explorer Tools
- DMM Exploration
- IMM Exploration

TECHNOLOGY

- Barcodes
- Technology used to Sort Mail

BASIC MAIL DESIGN

- Designing Mail
- Classes of Mail
- Addressing Mail
- Machinable Mail
- Mail Samples
- Mail Classification

MAIL CENTER SECURITY

- Suspicious Mail
- Secure Mail Centers

MAIL CENTER OPERATIONS

- Green Mail Rooms
- Mail Center Layouts
- Establishing Mail Routes
- Managing Incoming Mail
- Postage Payment Methods

MAIL CENTER ADMINISTRATION

- Contracts
- Preparing Budgets
- Managing Budgets
- Managing the Process



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

This is a **great opportunity** to offer the **EMCM Program to your PCC membership**. Please contact Cherlyn.D.Ruggeri@usps.gov, Darlene.E.Pace@usps.gov, and Bernadette.M.Morgan@usps.gov, for information regarding scheduling the program including availability of dates and pricing.