



## United States Postal Service Postal Customer Council (PCC) Executive Board Personnel Support Postal and Industry Roles and Responsibilities

The business partnership between the Postal Customer Council (PCC) and the United States Postal Service (USPS) continues to be critical to the future success and growth of the USPS and the mailing and shipping community. The PCC Executive Board personnel play a major role in the continued success and expansion of this well-established partnership. Listed below are key roles and responsibilities.

### Mission Statement of Postal Customer Council

The PCC is a postal-sponsored organization. The mission of the PCC Program is to:

- Promote local cooperation and support and to foster a close working relationship between the U.S. Postal Service and all businesses that use the mail to communicate and interact with their customers;
- Share information and facilitate the exchange of ideas about new and existing Postal Service products, programs, services, and procedures that affect all businesses that use the mail; and
- Help PCC industry members and their organizations grow and develop professionally through focused educational programs.

### PCC Postal Co-Chair

**Note:** This person can be someone other than the Postmaster. The selection of the person to fulfill the responsibilities is left to the discretion of the District Manager.

- Support the PCC mission.
- Facilitate quality content and ensures PCC meetings provide value by leveraging tools available (i.e., certificate and certification programs, Headquarters education webinars, etc.).
- Ensure compliance with postal regulations and policies – *PCC Publication 286*.
- Primary signer on bank account.
- Advise the Headquarters PCC Liaison, Area PCC Program Administrator, and District Manager of major PCC events and concerns.
- Ensure PCC participation in National PCC Week (individually or jointly with another PCC).
- Acquire access and posts on *PCC Voice* and reviews tools on *PCC PostalPro*.
- Maintain a collaborative partnership with the PCC Industry Co-Chair and Executive Board members.
- Attend and participate in the planning of PCC activities and events; to meet Premier Certificate and Leadership award criteria.
- Actively pursues new members.
- Network with customers; opportunities for Business Connect activities.

### **PCC Industry Co-Chair**

- Share responsibility with the PCC Postal Co-Chair for the general management and control of the business and affairs of the PCC, consistent always with the PCC mission, and with Publication 286.
- Provide the PCC Postal Administrator and Secretary information for the meeting agenda and/or create the meeting agenda.
- Lead the appointment of committee chairpersons on all committees.
- Lead the PCC in meeting their annual objectives; to meet Premier Certificate and Leadership Award criteria's.
- Actively pursue new members.
- Acquire access and post on *PCC Voice* and reviews tools on *PCC PostalPro*.
- Ensure website is current.
- Attend monthly HQ TouchPoint meetings.
- Attend PCC Boot Camp (when applicable).

### **PCC Postal Vice Chair (optional position)**

- Preside in the absence of the PCC Postal Co-Chair as stated above.
- Assist in the planning of Executive Board meetings.
- Promote the PCC and attend all meetings.
- Actively pursue new members.
- Attend and participate in the planning of PCC activities and events; to meet Premier Certificate and Leadership Award criteria.
- Acquire access and post on *PCC Voice*, review tools on *PCC PostalPro*, *update PCC BlueShare*, and *TeamSite as needed*.
- Attend monthly HQ TouchPoint meetings.
- Attend PCC Boot Camp (when applicable).

### **PCC Industry Vice Chair (optional position)**

- Preside in the absence of the PCC Industry Co-Chair as stated above.
- Assist in the planning of Executive Board meetings.
- Promote the PCC and attend all meetings.
- Actively pursue new members.
- Acquire access and post on *PCC Voice* and review tools on *PCC PostalPro*.
- Ensure website is current.

- Attend monthly HQ TouchPoint meetings.
- Attend PCC Boot Camp.

#### **PCC Treasurer** (industry or postal, postal is preferred)

- Keep accurate financial records and prepare a report for each Board member.
- Pay all invoices approved by the Executive Board, work with the Postal Co-Chair.
- Maintain a checking and/or saving account for use of or by the PCC.
- Secure audit of financial books annually and before end of term (audit to be conducted by the District Finance Manager or an outside accounting firm).
- Actively pursue new members.
- Acquire access and post on *PCC Voice* and review tools on *PCC PostalPro*.
- Attend PCC Boot Camp (when applicable).

#### **PCC Secretary or PCC Executive Administrator** (industry or postal)

- Record and maintain written minutes of the Executive Board meetings and general meetings.
- Track Executive Board members attendance to meet the guidelines of board membership.
- Maintain the membership/ mailing list of all members.
- Support the mission of the PCC.
- Actively pursue new members.
- Mailing to Membership; i.e., Correspondence, Newsletters, Meeting information, etc.
- Acquire access and post on *PCC Voice* and review tools on *PCC PostalPro*.
- Attend monthly HQ TouchPoint meetings.
- Forward PCC Alert as needed.
- Attend PCC Boot Camp (when applicable).

#### **PCC Postal Administrator**

- Familiarize yourself with *Publication 286*.
- Serve as the key contact for the HQ PCC Liaisons and the Area PCC Program Coordinators.
- Aids the PCC Postal Co-Chair and Industry Co-Chair in the planning and implementation of all PCC meetings and activities.
- Facilitate quality content at PCC meetings by leveraging certificate programs, HQ educational webinars, information provided via PCC Alerts and/or monthly TouchPoints, etc.



- Save all PCC applications and maintain a contact/mailling list of all PCC members (including postal/physical addresses and email addresses).
- Monitor and update TeamSite to ensure PCC information is real-time, complete, and accurate (Postal personnel only).
- Demonstrate familiarity with all content on the PCC BlueShare site and PCC PostalPro site.
- Join *PCC Voice*, a group on LinkedIn, and post accordingly.
- Assist with the planning and play a key role in promoting participation in National PCC Week.
- Keep track of your PCC's accomplishments and activities to ensure you are meeting your PCC Premier Certificate requirements and updating your PCC binder.
- Assist the board in applying for PCC Leadership awards and uploading all nomination forms.
- Assist with the National Postal Forum (NPF), when NPF is within 50-miles of your PCC.
- Attend monthly HQ TouchPoint meetings.
- Attend bi-weekly HQ PCC Administrator training.
- Relay information from TouchPoints, Cafés, and other HQ meetings to the board to keep them abreast of information from the HQ PCC Program Office.
- Complete Speaker Request form and submit to Headquarters PCC Liaison.
- Forward PCC Alerts as needed.
- Optional: Post on USPS Zone.
- Attend PCC Boot Camp (when applicable).