



## PCC Advisory Committee

### National Vice-Chairperson Roles and Responsibilities

#### Purpose

The purpose of the National Vice-Chairpersons is to serve as a resource to the National Postal Customer Council Advisory Committee (PCCAC) Sub-Committees and provide support, including achieving annual sub-committee goals as assigned.

#### Structure

- The National Vice-Chairperson position includes two Postal Service chairpersons and one Industry chairperson.
- The National Industry Vice-Chairperson will hold this position for a maximum of three years. The National Postal Vice-Chairpersons will hold the position as long as they are in the role of Manager, Industry Engagement & Outreach (or equivalent position) or Manager, Customer Outreach (or equivalent position).
- Prior to the conclusion of the Industry Vice-Chairperson's term, they will nominate their replacement. The National PCC Program Office will complete the selection of the new National Industry Vice-Chairperson. After the National Industry Vice-Chairperson's term ends, he/she may join any of the sub-committees as a general member if he/she chooses. Additionally, he/she is eligible for consideration for the National Industry Chair (if the position is vacant).
- The National Industry Vice-Chairperson will be partnered with another PCCAC industry leadership member (as assigned by the National PCC Program Office) to provide support and assistance to the sub-committees.

#### Responsibilities

1. Mentors new and existing PCC Industry Co-Chairs as assigned by the National PCC Program Office.
2. Consolidates the monthly sub-committee meeting notes and share with the PCCAC leadership team.
3. Develops strategies to increase the usage of the PCC section on PostalPro.
4. Ensures assigned PCCAC sub-committees meet their annual objectives.
5. Attends and participates in quarterly and monthly PCCAC meetings with the National PCC Program Office.
6. Plays an active role in the planning of and participation at assigned PCC University training events.
7. Supports the National Postal Forum by participating in PCC activities as defined by the National PCC Program Office (e.g., PCC Opening Session, PCC Workshops, PCC Reception, PCC Booth, etc.).
8. Participates in the Mailers Technical Advisory Committee (MTAC) quarterly meetings and MTAC summary webinars on an as-needed basis.
9. Achieves annual objectives as defined by the National PCC Program Office.
10. Stays abreast of current hot topics and industry trends that could impact the PCC community and share with the PCCAC leadership team.
11. Plays an active role in your local PCC and mentor other PCCs as applicable.
12. Supports one of the PCCAC sub-committees as assigned by the National PCC Program Office.
13. Attends and participates in the quarterly PCC Customer Cafés as needed.
14. Participates in the Headquarters PCC liaisons Area monthly touchpoints as assigned by the National PCC Program Office or on an as-needed basis.
15. Liaison for the Direct Effect – Academic Outreach program.