



PCC Advisory Committee

PCC Postal Administrator Roles and Responsibilities

Purpose

The purpose of the Postal Customer Council (PCC) Postal Administrator is to provide field support and expertise on how to strengthen the PCC postal and mailing and industry partnership and expand the PCC community.

Structure

- The PCC Postal Administrator position consists of one Postal Customer Relations Coordinator.
- The PCC Postal Administrator will hold this position for a maximum of one year with a potential to extend an additional year. Prior to the end of the term, the National PCC Program Office will complete the selection of the new PCC Postal Administrator. After the PCC Postal Administrator's term ends, they are not eligible to serve in this role.

Responsibilities

1. Assists with training other PCC Postal Administrators nationwide.
2. Participates in the PCC Health Check Program.
3. Assists the Strategic Innovation and PCC Policy and Communications and Marketing Sub-Committees.
4. Attend other Area PCC touchpoint meetings on a rotating basis to ascertain what is happening nationwide.
5. Attends and participates in quarterly and monthly PCCAC meetings with the National PCC Program Office.
6. 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, PCCAC Booth, PCC Welcome Booth, etc.).
7. Stays abreast of current hot topics and industry trends from the field that could impact the PCC community and share with the PCCAC leadership team.
8. Attends the quarterly PCC Customer Cafés and participates as needed.