



## 2023 PCC Executive Board Personnel Support Roles and Responsibilities

The business partnership between the Postal Customer Council (PCC) Network 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.

### PCC Postal Co-Chair

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

- Facilitates quality content and ensures PCC meetings provide value by leveraging the tools available (i.e., certificate and certification programs, Headquarters education webinars, etc.).
- Ensures compliance with postal regulations and policies – *PCC Publication 286*.
  - Primary signer on bank account.
- Advises the Headquarters PCC Liaison, Area PCC Program Administrator, and District Manager of major PCC events and concerns.
- Ensures PCC participation in National PCC Week (individually or jointly with another PCC).
- Acquires access and posts on *PCC Voice*, reviews tools on *PCC PostalPro*, and updates *PCC BlueShare* and *TeamSite* as needed.
- Maintains a collaborative partnership with the PCC Industry Co-Chair and Executive Board members.
- Attends and participates in the planning of PCC activities and events; to meet Premier Certificate and Leadership Awards criteria's.
- Actively pursues new members.

### PCC Industry Co-Chair

- Shares responsibility with the PCC Postal Co-Chair for the general management and control of the business and affairs of the PCC, consistent at all times with the PCC mission, and with Publication 286.
- Provides the PCC Postal Administrator and Secretary, information for the meeting agenda and/or creates the meeting agenda.
- Leads the appointments of committee chairpersons on all committees.
- Leads the PCC in meeting their annual objectives; to meet Premier Certificate and Leadership Awards criteria's.
- Actively pursues new members.
- Acquires access and posts on *PCC Voice* and reviews tools on *PCC PostalPro*.
- Ensures their website is current.

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

- Presides in the absence of the PCC Postal Co-Chair as stated above.
- Assists in the planning of Executive Board meetings.
- Promotes the PCC and attendance at all meetings.
- Actively pursues new members.
- Acquires access and posts on *PCC Voice*, reviews tools on *PCC PostalPro*, and updates *PCC BlueShare* and *TeamSite* as needed.

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

- Presides in the absence of the PCC Industry Co-Chair as stated above.
- Assists in the planning of Executive Board meetings.
- Promotes the PCC and attendance at all meetings.
- Actively pursues new members.
- Acquires access and posts on *PCC Voice* and reviews tools on *PCC PostalPro*.
- Ensures their website is current.

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

- Keeps accurate financial records and prepares a report for each Board member.
- Pays all invoices approved by the Executive Board.
- Maintains a checking and/or savings account for use of or by the PCC.
- Secures audit of financial books annually and before end of term (audit to be conducted by the District Financial Manager or an outside accounting firm).
- Actively pursues new members.
- Acquires access and posts on *PCC Voice* and reviews tools on *PCC PostalPro*.

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

- Records and maintains written minutes of the Executive Board meetings and general meetings.
- Tracks Executive Board member attendance to meet the guidelines of board membership.
- Maintains the membership/ mailing list of all members.
- Supports the mission of the PCC.
- Actively pursues new members.
- Mailings to Membership; i.e., Correspondence, Newsletters, Meeting information, etc.
- Acquires access and posts on *PCC Voice* and reviews tools on *PCC PostalPro*.

### **PCC Postal Administrator (Customer Relations Coordinator)**

- Serves as key contact for the Headquarters PCC Liaison and the Area PCC Program Administrator.
- Provides assistance to the PCC Postal Co-Chair in the planning and implementation of all PCC meetings and activities.
  - Leveraging certificate programs, Headquarters education webinars, etc.
- Acquires access and maintains up-to-date, complete, and accurate contact information for PCC Co-Chairs, Administrators, Treasurers, Secretaries and Vice Chairs (if position is established) on PCC *BlueShare* site.
- Acquires access and updates *TeamSite* to ensure PCC events and contents are accurate.
- Demonstrates familiarity with all content on the PCC *PostalPro* site and all of the guidelines in *Publication 286*.
- Acquires access and posts on *PCC Voice*.
- Plans and assists with the execution of a successful National PCC Week.
- Maintains PCC Binder for tracking PCC accomplishments and activities to ensure PCC is meeting their PCC Premier and Leadership Award goals.
- Completes Speaker Requests forms and submits to Headquarters PCC Liaison.