



July 20, 2026

DISTRICT MANAGERS  
MANAGERS, POST OFFICE OPERATIONS  
POSTMASTERS

SUBJECT: Supervisor, Customer Services, and Supervisor, Customer Services (Relief), Scheduling and Work Hours

Executive and Administrative Schedule (EAS) Supervisor, Customer Services, oversee bargaining unit employees who provide retail and/or delivery services at a Postal Service facility. Supervisor, Customer Services (Relief) perform the same job duties as Supervisor, Customer Services. In addition, Supervisor, Customer Services (Relief), may be responsible for one or more postal retail and/or delivery functions to provide coverage for scheduled/unscheduled leave, nonscheduled days, and/or vacant positions, while working a non-standard, flexible schedule to cover tours and facilities within a designated commuting distance.

Postal Service management is responsible for properly planning schedules for Supervisor, Customer Services, and Supervisor, Customer Services (Relief). Supervisor, Customer Services, should be scheduled at their assigned facility while carriers are on the clock and/or during retail window hours when possible. Proper scheduling supports operational stability, improves the employee experience, and helps us deliver consistent service to our customers. Management should avoid last-minute schedule changes and utilize alternative resources when necessary. When feasible, local leadership should notify the employee of schedule changes at least one pay period in advance. Failing to provide proper notification may result in additional compensation (EAS additional pay) for supervisors working outside of their regularly scheduled workday or workweek.

EAS Supervisors are considered "Special Exempt":

- Career employees who directly supervise two or more equivalent bargaining unit employees in production operations are categorized as "Special Exempt" and not subject to Fair Labor Standard Act (FLSA) provisions.
  - All frontline supervisory positions (e.g., Supervisor, Customer Services; Relief Supervisors, Supervisor, Distribution Operations, etc.) are classified as "Special Exempt."
  - FLSA "Special Exempt" employees in EAS-18 positions and below are eligible for EAS additional pay if authorized to work over 8.5 hours on a scheduled day or any hours on a nonscheduled day, even while on a temporary assignment such as to an Officer in Charge (OIC) position. When authorized work exceeds 8.5 hours on a scheduled day, EAS additional pay is received for the first half hour - as well as for the authorized work over 8.5 hours.

All Supervisor, Customer Services and Supervisor, Customer Service (Relief), are scheduled to take lunch daily. Lunch times should be flexible in nature to ensure the time taken does not adversely affect operations or customer service. However, management will ensure all Supervisor, Customer Services, and all Supervisor Customer Service (Relief) observe a minimum of thirty minutes as a "lunch break" and should not exceed their EAS Form 50 scheduled lunch during their work assignment (in normal circumstances equates to one hour). Exceptions to this requirement may be voluntary or may not be permitted unless specifically authorized by the responsible Manager.

We appreciate the challenges you face every day and thank you for all you do.

John S. Morgan  
Vice President,  
Delivery Operations

Jennifer T. Vo  
Vice President,  
Retail & Post Office Operations