



June 13, 2025

VICTORIA SMITH
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Postal Service Hiring Practices (Audit #23-145-R24) Rec #2

Representatives of the Office of the Inspector General (OIG) and USPS management met on November 26, 2024, to discuss management's disagreement with recommendation number 2 as stated in the April 12, 2024, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation number 2 which reads as follows from the April 24, 2024, final audit report:

Recommendation #2

We recommend the Vice President, Human Resources, provide facility management an opportunity to include facility specific information when requesting a job posting to help ensure external applicants are aware of job requirements.

The status of the recommendation will be changed to "Agreed" in both the OIG's and management's tracking systems per email communication received on May 16, 2025, stating that an alternative action and response may be accepted to satisfy recommendation #2.

OIG Clarified Recommendation for #2

...If they (VP HR) can put something together to show they are doing that (i.e. tracking...feedback and using it to ensure job expectations are being communicated), we (OIG) could use that to close the recommendation. Adding verbiage to the job announcement is not our ultimate goal, so we will accept an alternate action. Our main point was that job expectations aren't being communicated effectively to applicants. Our audit showed that initial meet and greets weren't happening consistently and we found no evidence job expectations were being consistently relayed during the fingerprinting. If HR can show this is happening and that they're tracking metrics for it, then we should be good to close it once support is provided.

To close this recommendation management has taken the following actions:

The Workforce Operations Planning team conducts facility audits that focus on the employee experience and the communication of job expectations. During the audit process, employees are interviewed and asked specifically if job expectations were explained during the onboarding process as well as when the employee reported to their assigned facility. These responses are tracked and reviewed for consistent and effective communication.

Inconsistencies result in recommendations for action and include a target implementation date. The recommendations are relayed to the facility head and the Field Human Resources Manager. After the recommendations are provided, the facility head and Field Human Resources Manager have 30 days to respond with an action plan. An Executive Summary is also circulated, and a follow-up audit is then scheduled for 90 days post-circulation.

If a follow-up audit determines that actions were deficient or not implemented, the findings are escalated for action to the Senior Director, Field Human Resources Operations, Vice President of Human Resources, and the Chief Retail and Deliver Officer.

Also included in this communication:

Supporting documentation to outline the Workforce Operations Planning team's audit process – HR's Remediation Response for Portland PO, ME-NH-VT District

Management requests closure with issuance of the OIG's Audit Resolution Response letter.

Sincerely,

A handwritten signature in cursive script, reading "Joseph Q. Bruce". The signature is written in black ink and is positioned above a horizontal line.

Joseph Bruce
VP, Human Resources

cc: Corporate Audit & Response Management