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September 18, 2025

PCCAC Vacant Leadership Positions

For calendar year 2026, the PCC Advisory Committee (PCCAC) will fill six leadership positions (*five industry and one postal*) that will become vacant on December 31, 2025. The vacant positions include:

- National Industry Vice-Chairperson
- PCC Postal Administrator (*Postal Service employee*)
- Industry Member-at-Large
- Industry Co-Chair for Sub-Committee (*three positions available*):
 1. Strategic Innovation
 2. Membership Growth and Recruitment
 3. Education Programming

To be eligible for any of the leadership positions, you must be a PCC member.

To learn more about the PCCAC position roles and responsibilities, please see attachments.

If you are interested in a position, the application submission process **opens on October 1, 2025**, and **closes on October 22, 2025**. A copy of the *PCCAC Candidate Application* and submission instructions will be provided in a subsequent *PCC Alert*.

For more information, please stay tune!

The purpose of the Postal Customer Council Advisory Committee (PCCAC) is to serve as an oversight body, providing guidance on Postal Customer Council (PCC) practices and bringing PCCs together for mutual gain in accomplishing the PCC Mission. Its vision is to grow and enhance the PCC network by developing and implementing sustainable and effective programs.

Customer Outreach, CCMO

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PCC Advisory Committee

PCC Postal Administrator **Role 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 position is filled by an EAS employee who serves in the role of the PCC Postal Administrator on their local PCC board.
- The PCC Postal Administrator will hold this position for a maximum of one year. Prior to the end of the term, the National PCC Program Office will complete the selection of a new PCC Postal Administrator. After the PCC Postal Administrator's term ends, they are not eligible to serve in this role again.

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, PCC Leadership Awards, PCC Boot Camp, PCCAC Booth, and PCC Welcome Booth.)
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 Cafés and participates as needed.
9. Attends the bi-weekly training for PCC Postal Administrators that is hosted by the PCC Program Office.
10. Reviews quarterly, the PCC Postal Administrators onboarding document.



PCC Advisory Committee

Strategic Innovation Sub-Committee Role and Responsibilities

Purpose

The primary objective of the Strategic Innovation Sub-Committee is to devise innovative solutions to enrich Postal Customer Councils (PCCs). Working in conjunction with other members of the PCC Advisory Committee (PCCAC), the sub-committee will spearhead programs and initiatives geared towards fostering the growth of PCCs.

Structure

- The Strategic Innovation and PCC Policy Sub-Committee will have one Postal Co-Chair, one Industry Co-Chair, one Member-at-Large, and a minimum of three additional general sub-committee members.
- The Industry Co-Chair will hold this position for a maximum of two years. After the Industry Co-Chair's term ends, he/she may rejoin any sub-committee as a general member but is not eligible to lead another sub-committee. Additionally, he/she is eligible for consideration for the Industry Vice-Chairperson (when the position is vacant).
- Each sub-committee Industry Co-Chair 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-committee.

Responsibilities

1. Establishes and achieves annual objectives for the Strategic Innovation and PCC Policy Sub-Committee.
2. Leads monthly Strategic Innovation Sub-Committee meetings (attendance mandatory for Postal and Industry Co-Chairs) and sends their meeting summary to the Industry Vice-Chairperson for distribution to the PCCAC leadership team.
3. Curate and Manage Strategic Innovation content on *PostalPro*.
4. Manages the *PCC Voice* LinkedIn page.
5. Works cross-functionally with the other PCCAC sub-committees to collaborate on goals.
6. Plays an active role in all PCCAC leadership meetings, including monthly touchpoints and quarterly in-person meetings.
7. Stays abreast of current hot topics and industry trends that could impact the PCC community.
8. Participates in assigned PCC liaison Area monthly touchpoints.
9. Plays an active role in their local PCC and mentors other PCCs as applicable.
10. Plays an active role in the planning of and participation at assigned PCC Boot Camp training events.
11. Supports the National Postal Forum by participating in PCC activities as defined by the National PCC Program Office (e.g., PCCAC Booth, PCC Welcome Booth, PCC Opening Session, PCC Workshops, PCC Reception, PCC Leadership Awards, and PCC Boot Camp).
12. Participates in quarterly MTAC meetings as needed.
13. Hosts an annual Strategic Innovation joint café via Zoom.
14. Contributes bi-monthly and special edition articles to the *PCC Insider* editor.
15. Maintains a complete and accurate list of active sub-committee members, including the recruitment of new members.



PCC Advisory Committee

Education Programming Sub-Committee **Roles and Responsibilities**

Purpose

The purpose of the Education Programming Sub-Committee is to enhance business mailer's knowledge of current Postal Service initiatives, and products and services to grow their business. This is achieved by facilitating educational webinars, cafés, and creating tools to enrich the Postal Customer Council (PCC) network. The sub-committee will collaborate with other PCC Advisory Committee (PCCAC) members to implement programs and initiatives to help PCCs grow.

Structure

- The Education Programming Sub-Committee will have one Postal Co-Chair, one Industry Co-Chair, one Member-at-Large, and a minimum of three additional general sub-committee members.
- The Industry Co-Chair will hold this position for a maximum of two years. After the Industry Co-Chair's term ends, he/she may rejoin any sub-committee as a general member but is not eligible to lead another sub-committee. Additionally, he/she is eligible for consideration for the Industry Vice-Chairperson (when the position is vacant).
- Each sub-committee Industry Co-Chair 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-committee.

Responsibilities

1. Establishes and achieves annual objectives for the Education Programming Sub-Committee.
2. Leads monthly Education Programming Sub-Committee meetings (attendance mandatory for Postal and Industry Co-Chairs) and sends their meeting summary to the Industry Vice-Chairperson for distribution to the PCCAC leadership team.
3. Manages the Education content on PostalPro.
4. Manages the emails in the Education inbox.
5. Manages the Speakers Bureau list.
6. Creates effective and content-rich materials (e.g., Certificate and Track Program, PCC Speaker's Bureau List, Contact list, etc.) to be shared with PCCs.
7. Works cross-functionally with the other PCCAC sub-committees to collaborate on goals.
8. Plays an active role in all PCCAC leadership meetings, including monthly touchpoints and quarterly in-person meetings.
9. Stays abreast of current hot topics and industry trends that could impact the PCC community.
10. Participates in assigned PCC liaison Area monthly touchpoints.
11. Plays an active role in their local PCC and mentors other PCCs as applicable.
12. Plays an active role in the planning of and participation at assigned PCC Boot Camp training events.
13. 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 Leadership Awards, PCC Boot Camp, PCCAC Booth, and PCC Welcome Booth.)
14. Participates in quarterly MTAC meetings as needed.
15. Hosts a bi-yearly Café via Zoom.
16. Contributes bi-monthly and special edition articles to the *PCC Insider* editor.
17. Maintains a complete and accurate list of active sub-committee members, including the recruitment of new members.



PCC Advisory Committee

National Vice-Chairperson Role and Responsibilities

Purpose

The purpose of the National Vice-Chairperson 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. Additionally, they support the national chairperson in defining annual objectives and the strategic direction of the PCC Program.

Structure

- The National Vice-Chairperson position includes one Postal Service chairperson and one Industry chairperson.
- The National Industry Vice-Chairperson will hold this position for a maximum of two years. The National Postal Vice-Chairpersons will hold the position if they are in the role as Manager, Customer Outreach (or equivalent position).
- At the conclusion of the Industry Vice-Chairperson's term, the National Industry Vice-Chairperson will automatically assume the role of the National Industry Chair, serving a term of two years. After serving as Chair for two years, the chairperson will serve a two-year term as Past National Industry Chair. The total time served is six years. He/she may join any of the sub-committees as a general sub-committee member but cannot apply for a leadership position on the PCCAC again.
- 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 shares with the PCCAC leadership team.
3. Provides bi-monthly and special edition articles to the PCC Insider for the National Industry Chair section and ensures the industry sub-committees submit articles timely.
4. Attends and participates in quarterly and monthly PCCAC meetings with the National PCC Program Office.
5. Plays an active role in the planning of and participation at assigned PCC Boot Camp training events, including providing introductory remarks and leading modules as needed.
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, PCC Leadership Awards, PCC Boot Camp, PCCAC Booth, and PCC Welcome Booth.)
7. Participate in the Mailers Technical Advisory Committee (MTAC) quarterly meetings on an as-needed basis.
8. Achieves annual objectives as defined by the National PCC Program Office.
9. Stays abreast of current hot topics and industry trends that could have an impact on the PCC community and shares with the PCCAC leadership team.
10. Plays an active role in their local PCC and mentors other PCCs as applicable.
11. Supports one of the PCCAC sub-committees as assigned by the National PCC Program Office.
12. Attends and participates in the bi-yearly PCC Cafés as needed.
13. Participates in the Headquarters PCC liaisons Area monthly touchpoints as assigned by the National PCC Program Office or on an as-needed basis.
14. Liaison for the Direct Effect – Academic Outreach program.
15. Participates in quarterly meetings with the VP Customer Experience, PCC National Industry Chair, and National Postal Vice-Chairpersons.



PCC Advisory Committee

Member-at-Large **Role and Responsibilities**

Purpose

The Member-at-Large is to serve as a resource to the National Postal Customer Council Advisory Committee (PCCAC) Sub-Committees (i.e., Communications & Marketing, Education Programming, Membership Growth & Recruitment, Strategic Innovation) and provide support, which includes achieving annual sub-committee goals as assigned.

Structure

- The Member-at-Large position includes two industry representatives that participate in an introductory capacity on the PCCAC.
- The Members-at-Large will hold these positions for a maximum of two years. After the Member-at-Large term ends, they are not eligible to serve in this role again, but they are eligible to move to an industry chair position on one of the four PCCAC sub-committees.
- The Members-at-Large will be partnered with other PCCAC industry leadership members (as assigned by the National PCC Program Office) to provide support and assistance to the sub-committees.

Responsibilities

1. Supports the establishment of new PCCs and the revitalization of existing or struggling PCCs nationwide as assigned by the National PCC Program Office in partnership with the PCC Field Committee Co-Advisors.
2. Serves as a subject matter expert (e.g., provide tips, suggestions, best practices, etc.).
3. Attends and participates in quarterly and monthly PCCAC meetings with the National PCC Program Office.
4. Plays an active role in the planning and participation of assigned PCC Boot Camp training events.
5. Supports the National Postal Forum by participating in PCC activities as defined by the National PCC Program Office (e.g., PCC Welcome Booth, PCCAC Booth, PCC Opening Session, PCC Workshops, PCC Reception, PCC Leadership Awards, and PCC Boot Camp).
6. Participate in quarterly Mailers Technical Advisory Committee (MTAC) meetings on an as-needed basis.
7. Achieves annual objectives as defined by the National PCC Program Office.
8. Stay abreast of current hot topics and industry trends that could have an impact on the PCC community and share said information with the PCCAC leadership team.
9. Play an active role in your local PCC and mentor other PCCs as applicable.
10. Support the PCCAC sub-committees as assigned by the National PCC Program Office.
11. Contribute and take part in the quarterly PCC Cafés as needed.
12. Participate in the Headquarters PCC liaisons monthly Area touchpoints as assigned by the National PCC Program Office or on an as-needed basis.



PCC Advisory Committee

Membership Growth and Recruitment Sub-Committee **Role and Responsibilities**

Purpose

The purpose of the Membership Growth and Recruitment Committee is to identify areas of opportunity to obtain, retain, and increase membership for Postal Customer Councils (PCC) nationwide. The sub-committee will collaborate with other PCC Advisory Committee (PCCAC) members to implement programs and initiatives to help PCCs grow.

Structure

- The Membership Growth and Recruitment Sub-Committee will have one Postal Co-Chair, one Industry Co-Chair, one Member-at-Large, and a minimum of three additional general sub-committee members.
- The Industry Co-Chair will hold this position for a maximum of two years. After the Industry Co-Chair's term ends, he/she may rejoin any sub-committee as a general member but is not eligible to lead another sub-committee. Additionally, he/she is eligible for consideration for the Industry Vice-Chairperson (when the position is vacant).
- Each sub-committee Industry Co-Chair 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-committee.

Responsibilities

1. Establishes and achieves annual objectives for the Membership Growth and Recruitment Sub-Committee.
2. Leads monthly Membership Growth and Recruitment Sub-Committee meetings (attendance mandatory for Postal and Industry Co-Chairs) and sends their meeting summary to the Industry Vice-Chairperson for distribution to the PCCAC leadership team.
3. Manages the Membership content on PostalPro.
4. Works with Postal Librarian on gathering data from LexisNexis on potential hot spot areas for new PCCs as well as data for potential new members.
5. Develops and implements sustainable and effective programs (e.g., Membership Toolkit, Mentor/Partnership Program, membership drive guide, etc.) that enhance the value of PCC Membership nationwide.
6. Works cross-functionally with the other PCCAC sub-committees to collaborate on goals.
7. Plays an active role in all PCCAC leadership meetings, including monthly touchpoints and quarterly in-person meetings.
8. Stays abreast of current hot topics and industry trends that could impact the PCC community.
9. Participates in assigned PCC liaison Area monthly touchpoints.
10. Plays an active role in their local PCC and mentors other PCCs as applicable.
11. Plays an active role in the planning of and participation at assigned PCC Boot Camp training events.
12. 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 Leadership Awards, PCC Boot Camp, PCCAC Booth, and PCC Welcome Booth.)
13. Participates in quarterly MTAC meetings as needed.
14. Hosts an annual Membership Café via Zoom.
15. Contributes bi-monthly and special edition articles to the *PCC Insider* editor.
16. Maintains a complete and accurate list of active sub-committee members, including the recruitment of new members.