

Position Classification Standard for Customs Patrol Officer Series, GS-1884

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SERIES DEFINITION

This series includes positions involved in law enforcement work concerned with: (1) detecting and preventing the smuggling into or out of the United States of contraband and controlled substances and materials; (2) detecting and preventing theft, pilferage or diversion of merchandise, cargo, or other materials from areas under Customs jurisdiction or custody; and (3) detecting and apprehending suspected violators of the criminal provisions of the Customs laws of the United States. Enforcement duties are carried out by patrol and surveillance at, around, and between international ports of entry of the United States. Such work requires knowledge and understanding of Customs and related laws, instructions, and precedent decisions; ability to evaluate information; ability to make timely decisions and apply judgment in taking prompt and appropriate actions in all situations and the ability to effectively use basic investigative and law enforcement procedures to enforce the Customs laws and other laws that the Customs Patrol Officer may be called upon to enforce or assist in enforcing.

EXCLUSIONS

Excluded from this series are positions that involve primarily:

1. The inspection, entry, examining, appraising, liquidating, or control of imported merchandise or materials. Such positions are classified in an appropriate series in the [Investigation Group, GS-1800](#).
2. Detecting and preventing violations of United States immigration and related laws and regulations, apprehending actual or suspected violators of those laws, and performance of related patrol, enforcement, and surveillance functions. Such positions are classified in the [Border Patrol Agent Series, GS-1896](#).
3. Guarding and patrolling such areas as government buildings and property, piers and cargo areas, etc.; opening and examining the contents of seamen's and dockworkers' equipment, lunch, or other boxes or bags; preventing unauthorized entry or departure; and acting to prevent pilferage and theft. Such positions are classified in the [Guard Series, GS-008385](#).
4. Planning and conducting case investigations of Customs matters that require: (1) application of full investigative knowledge, skills, techniques, and methods; and (2) several days, weeks, or even months of information collection, analysis, and evaluation to complete. Typically, this case work involves protracted investigation of smuggling activities and leads to the identification and apprehension of individuals and groups who head up major, complex organizations and who for gain import or export contraband. Such positions are classified in the [General Investigating Series, GS-181011](#), or the [Criminal Investigating Series, GS-181011](#), as appropriate.

OCCUPATIONAL INFORMATION

The primary function of the United States Customs Patrol is the enforcement of U.S. Customs laws and corresponding criminal codes. Customs Patrol Officers apprehend known and suspected violators of these and related laws assigned to the Patrol for enforcement. To accomplish these functions Customs Patrol Officers engage on a rotational basis in a number of basic operations and combinations of duties which may vary from one area assignment to another because of local operating requirements, geographic considerations (including operations in isolated areas), and program goals and objectives. In these operations, Customs Patrol Officers are required to detect and prevent smuggling and contraband movements at, in the vicinity of, and between international ports of entry of the United States.

For the purposes of this standard the following definitions are used.

CONTRABAND - goods, items, or merchandise the importation, exportation, and possession of which are forbidden.

SMUGGLING - importing or exporting secretly and unlawfully, especially to avoid paying duty.

INTERDICTION - the detection and apprehension of suspected violators of Customs and other laws and the seizing of smuggled and contraband goods, items, and merchandise and of the means used for their transport.

INTERDICTIVE INTELLIGENCE - intelligence gathered in the course of the operations described below, from other law enforcement activities, through the enlistment, use and control of paid and unpaid informants, from officers in other operational activities, etc.

Duties typical of the Customs Patrol occupation are described as follows:

International Boundary Operations - Operating in areas adjacent to land and coastal boundaries, Customs Patrol Officers maintain a general surveillance of assigned areas, observing people and events in the area, and detaining and questioning people when necessary in order to detect possible smuggling. Officers may also use covert locations to conduct extended surveillance of suspected illicit movements and activities, to identify individuals (and relationships of individuals to groups), to form judgments about modus operandi, and to obtain information about identification and movements of vehicles, planes, and vessels.

Tracking and Sign Cutting - Customs Patrol Officers visually detect and interpret marks, tracks, and other physical evidence left by the movements of people, animals, vehicles, or other objects at or near land and coastal boundaries in order to identify, locate, and apprehend smugglers who enter or pass through the areas under surveillance.

Marine Operations - In order to prevent smuggling, Customs Patrol Officers use various types of marine craft to establish waterborne surveillance posts to observe movements of vessels and marine craft and activities of persons in harbors, inland and other boundary waters, and ocean

coastal waters within the 12-mile Customs Zone. They also maintain surveillance of adjacent shorelines. Using a knowledge of vessels' appearance, movements, characteristics, etc., or based upon intelligence reports, officers may board commercial carriers, pleasure craft, fishing and shrimp boats, tugs, etc., to search for contraband. They examine log books, manifests and stowage plans, vessel registry papers, and crew identification papers, and use knowledge of many types of ship and boat construction to search not only for obvious contraband, but for ingeniously hidden, small, high value items.

Air Operations - In order to track and intercept aircraft, vessels, and vehicles that may be used in smuggling, Customs Patrol Officers engaged in air operations visually observe movements of such means of transport and use several aircraft-mounted electronic devices. From airborne surveillance they also identify and provide information about potential smuggler vessel and aircraft landing sirens and observe and direct the land and water operations of other Customs Patrol Officers (or of strike or task force groups). They may also use electronic surveillance and tracking equipment in a ground environment and working in cooperation with Department of Defense air and ground personnel.

Terminal Operations - As in boundary and marine operations, Customs Patrol Officers maintain surveillance of assigned areas within international terminals to detect and prevent smuggling, to obtain intelligence about possible smuggling activities, to search for contraband, and to identify individuals or members of groups. Using intelligence about a variety of modus operandi, they are alert for suspicious activities (including possible acts of violence or terrorism).

Sensor System Operations - Using a thorough knowledge of the area assigned, officers implant, camouflage, and adapt, as required by local conditions, remote monitored electronic sensors to detect and apprehend persons or groups suspected of violating Customs and related laws.

Intelligence Operations - The officer correlates, refines, evaluates, analyzes, and uses intelligence information collected from a wide variety of sources including, but not limited to, paid and unpaid informants, other officers, other service personnel, reports of various types, State and local law enforcement agencies, court officials, private citizens, and schools. The officer uses this information to plan and direct operational activities for a geographic area.

Liaison Activities - Officers establish, maintain, and improve productive relationships with other Federal, State, and local law enforcement personnel. As necessary, officers may lead or participate in coordinated activities such as specified area searches, raids of areas where smuggling rings are known to be operating, vessel boarding and search activities, etc.

The duties and operations described above require varying degrees of judgment, skill and ability in:

- the development, use and control of informants;
- the use of such techniques as interrogation of witnesses, analysis and search of documents and records, surveillance, follow-up on information provided by others;
- the care and use of a variety of types of electronic equipment;
- the use of 2- and 4-wheel drive vehicles (NOTE: The officer must have a valid driver's license);

- the use of differing types of marine craft used on inland waters and on the high seas or adjacent coastal waterways.

The degrees of judgment, skill, and ability with which the Customs Patrol Officer must apply the above elements in the performance of a given duty or set of duties as described are discussed more fully in the factor level descriptions and benchmarks contained in the "Evaluation of Positions" section of this standard. However, as discussed in the following paragraph, all operations and activities are in support of specific Customs Patrol objectives. For example, in the performance of their assigned duties, Custom Patrol Officers operate electronic sensors and tracking devices, two way radio and other communications equipment, radar and other detection and scanning devices, two- and four-wheel drive vehicles and other types of mobile equipment, various types and sizes of marine craft, SCUBA equipment, etc. The use or operation of these devices, vehicles and equipment is in support of the knowledge and skills used by Customs Patrol Officers in the performance of the detection, apprehension and seizure objectives described below.

The operations and activities described above are in support of the following objectives:

- the detection and prevention of smuggling (for gain or for personal use) into or out of the United States of all types of contraband;
- the identification and apprehension of persons or groups seeking to engage or actually engaged in such smuggling activities;
- minimizing errors in or omissions of factual matters by clearly establishing articulable offenses, monitoring and safeguarding chains of evidence and custody, and preparing clear, concise, comprehensive, and accurate technical report's;
- making correct determinations regarding the existence of prima facie cases based on the broad guidelines that are applicable, and properly disposing of individual cases by:
 - ! detaining suspects for further identification and interrogation;
 - ! detaining or arresting suspects for criminal prosecution I Federal courts ;
 - ! referring the case to another agency; or
 - ! releasing the suspect or arranging for further trailing

or

- improving the effectiveness of Federal law enforcement by serving as a prosecution or expert witness in Federal Court.

Authority of Customs Patrol Officers

Customs law permits officers to detain, interrogate, and arrest suspects; to seize baggage, cargo, vehicles, vessels, and aircraft found to have been used in smuggling or the transportation of contraband; and to board private and commercial carriers to search for contraband and evidence of smuggled goods. Officers are also empowered to execute warrants and other processes issued by competent authority under Customs law and laws and regulations enforced by the U.S. Customs Service. Every Customs Patrol Officer must operate within the limits imposed by Customs Service and Customs Patrol procedures, instructions, regulations, and interpretations

which reflect the statutory and precedential framework established by law and the decisions and rulings of the courts. To be effective, Customs Patrol Officers must be aware of and responsive to changes in many Customs Patrol directives arising from decisions, rulings, and precedents. They must also be aware of and responsive to changes in other laws, conventions, and international agreements (e.g., the Neutrality Act of 1935, as amended, various export control acts, various endangered species acts, various international agreements and conventions relating to stolen materials, various criminal codes, etc.) the criminal aspects of which the Customs Patrol enforces or assists other agencies in enforcing. Such changes affect operations at the worksite and the manner in which officers exercise their authorities.

Enforcement Responsibilities

Customs Patrol Officers constitute a vital part of the total enforcement function of the U.S. Customs Service. Their primary role in the enforcement effort is to detect and prevent smuggling and the import and export of contraband, to detect and deter the theft or diversion of cargo, and to apprehend persons suspected of such violations and arrest other violators of the Customs laws.

Officers also assist in the enforcement of other agency laws (e.g., Agriculture, Army, Commerce, HHS, Justice, State, Transportation) by reporting violations of such laws, by detaining suspects and transferring custody to appropriate enforcement representatives, by participating in multi-agency law enforcement operations, etc.

Persons apprehended by the Customs Patrol are already in the United States, and the burden of proof concerning the illegality of their actions or activities rests with the officer who apprehends them. Aliens within United States boundaries are afforded the same rights and protection as citizens of the United States. Any violation of laws enforced by the Customs Patrol is established by interrogation, by the use of witnesses, by reliable documentary evidence, or by the persons having contraband or smuggled materials in their possession. In detaining and interrogating persons and examining physical evidence (documents, tracks, signs of passage, sweepings, or contraband) the Customs Patrol Officer must make judgments on such key elements as:

- which of the laws enforced by the U.S. Customs Services has been violated, and whether the person involved is connected with the violation;
- admissibility and significance of evidence collected (i.e., all evidence must be collected, protected and recorded properly, and the "chain of custody" must be unbroken).

There must be probable cause and a reasonable assurance that a violation has occurred and that the suspect has committed it. Interrogations, searches, seizures, and arrests must be conducted in total conformity with pertinent laws and precedents regarding the rights of citizens and aliens.

Persons and groups who engage in smuggling or who attempt to import or export contraband do so in a variety of ways. These range from land crossings of international boundaries (at or between international ports of entry), the use of vehicles with concealed compartments, the use of high speed aircraft, the use of vessels (alone or in combination with offshore discharge from

larger ships), to secretion of small packets in body cavities, in luggage, in toiletry articles, within commercial aircraft or vessels, or in any of a variety of other cleverly concealed places.

The enforcement of customs and related laws, like enforcement functions concerned with other laws, has been subject to change, pressure and controversy over a period of years. Trends that have affected the work of the Customs Patrol include:

- volume (in bulk, type, and number of shipments) of smuggler and contraband movements;
- sophistication, ingenuity, and finesse demonstrated in attempts to enter the United States illegally and in schemes to smuggle contraband into or out of the United States (including the availability and use of modern high speed transportation, advanced communication systems, etc.);
- broadcast international traffic in contraband goods, particularly narcotics, often involving hardened and desperate criminals and organized criminal elements;
- awareness of and concern for the rights of persons apprehended, questioned, or held in connection with suspected violations of the laws;
- requirements for sensitivity to public attitudes toward law enforcement officers and their behavior, on and off duty, including increasing attempts by some citizens and others to hinder law enforcement activities;
- widespread acceptance of the use of narcotics and other illegal or controlled substances in the so-called "drug culture".

Impact of Customs Patrol Work: Factors such as those outlined above make it necessary for Customs Patrol Officers to be aware of and sensitive to the effect their actions, behavior, manner, and bearing have on the public, both citizens and noncitizens, and on international relations. As representatives of the United States Government, officers must perform their work with authority, speed, efficiency, and sound judgment. They must retain control of difficult, sensitive, and dangerous situations, be tactful and courteous, display an attitude of fairness and understanding, and perform their work in ways that are the least embarrassing to the persons concerned.

In common with other occupations involved in the performance of enforcement or information gathering work, Customs Patrol Officers at full working levels make unreviewed decisions and take actions which have a profound impact on the freedom and movement of the persons concerned. Officers are expected to perform all aspects of their work in a manner that reflects credit on the United States Government and on the U.S. Custom Service. They are training to be able to represent the United States in sensitive matters concerning both citizens and noncitizens and their rights to cross international boundaries.

Customs Patrol Officers, wherever assigned, must be alert to information which affects not only Customs Patrol activities, but also other activities of the U.S. Customs Service and those of other Federal, State and local law enforcement officers. Officers obtain information from violators of the laws they enforce, from paid and unpaid informants, from private citizens, and from other law enforcement and Government agencies. Customs Patrol Officers must initiate and maintain good working relations with local, State and Federal law enforcement agencies as well as establish and maintain contacts with other persons who are in a position to obtain and provide information pertinent to suspected violations of the law. Officers must use tact and ingenuity in eliciting information from individuals in all walks of life, many of whom are reluctant (or may be afraid) to cooperate.

The information available or obtained at one station is screened and evaluated for value to local operations in the assigned area. Information which involves more than the local area is sent to higher headquarters for study and coordination with other information that affects operations in a wider area. In other instances, it may be sent directly to the area most concerned. Commensurate with their grade levels and the types of activities to which they are assigned at any given time, Customs Patrol Officers, acting on their own initiative and without prior approval:

1. seek out, detect, track down, gather information or evidence on, and arrest persons who are in violation of the Customs and related laws;
2. detain persons for subsequent legal action, or release them;
3. board and search vessels;
4. board and search commercial and private aircraft that have crossed the international boundaries of the United States;
5. seize any and all forms of contraband and any and all types of transportation used in the movement of such contraband; and
6. detain persons temporarily for criminal prosecution. Officers may also pay funds to informants, assist the United States Attorney (as requested in the presentation of cases) and present their own cases before Federal Magistrates.

Related Additional Responsibilities: Customs Patrol Officers, in performing their normal duties, also encounter and arrest persons who are suspected of violating Immigration and Naturalization Service laws, Navigation Laws, the Neutrality Act, Export Control law, miscellaneous laws codified in Sections 18 and 19 of the United States Code, laws relating to the entry and clearance of vessels and civil aircraft, and a variety of laws and regulations of other Federal agencies. Any arrests or seizures which are not made in joint action with the agency having jurisdiction are referred to that agency as expeditiously as possible.

Hazards in Customs Patrol Work: Customs Patrol Officers must constantly be alert to hostile and unpredictable behavior on the part of persons apprehended for suspected violations of the laws

they enforce. Officers deal with a wide variety of persons, including dangerous criminals seeking to evade arrest while in the possession of, or in the act of smuggling prohibited materials, transporting contraband, and carrying large sums of money. The value of the commodities transported and of the means of transportation used also cause smugglers to resist arrest or seizure. Officers must react instantly to threats of harm to themselves, to other Customs Patrol Officers, and to other people.

Customs Patrol officers are also exposed (depending on the duty assignment) to such hazards as high speed chases in automobiles, marine craft of varying sizes, and aircraft. Such chases may be performed in daylight hours or at night without lights. The work may also be performed in hazardous environments, e.g., in extremes of climate and unfavorable terrain (occasionally for extended periods), on the high seas, and in high and low-flying aircraft.

The presence of such hazards, ordinarily covered by Factors 8 and 9 exclusively, also makes demands on the alertness, skills, and judgment of Customs Patrol Officers and has, therefore, been considered in developing the Factor Level Descriptions and Benchmarks that are used to classify these positions.

TITLES

Customs Patrol Officer is the basic title authorized for nonsupervisory positions classified in this series.

Supervisory Customs Patrol Officer is the proper title for positions which meet or exceed the criteria of the [General Schedule Supervisory Guide](#) for evaluation as a supervisor.

EVALUATION OF POSITIONS

Positions which meet or exceed the criteria of the [General Schedule Supervisory Guide](#) for evaluation as supervisors are evaluated by reference to the General Schedule Supervisory Guide.

Nonsupervisory staff positions concerned with planning, policy, or advisory responsibilities related to Customs Patrol missions and programs are covered by this series, but should be evaluated through use of criteria in published standards for other occupations, e.g., the [Management and Program Analysis Series GS-0343](#); or other functional occupations.

The benchmarks and factor level descriptions in this standard apply to the duties and responsibilities of Customs Patrol Officers assigned to nonsupervisory positions. Such positions are evaluated on a factor-by-factor basis using one or more of the benchmarks in this standard. Factors in individual positions that cannot be matched to factors in the benchmarks are point-rated by reference to the Factor Level Descriptions in this standard. A copy of the grade conversion table is provided below. The absence of benchmarks and Factor Level Descriptions for positions at grade GS-12 and higher does not preclude evaluation of positions at those grades.

GRADE CONVERSION TABLE

Total points on all evaluation factors are converted to GS grade as follows:

GS Grade	Point Range
5	855-1100
6	1105-1350
7	1355-1600
8	1605-1850
9	1855-2100
10	2105-2350
11	2355-2750
12	2755-3150
13	3155-3600
14	3605-4050
15	4055- up

CLASSIFICATION OF POSITIONS HAVING SIGNIFICANT INVESTIGATIVE DUTIES AND RESPONSIBILITIES

Customs Patrol Officers share with employees in other occupations a requirement for the application of some investigative techniques, including (but not limited to) interrogation, document review, selection and use of informants, development and exploitation of leads, etc. While the use of these techniques is integrated into many, perhaps most, Customs Patrol Officer positions, officers are primarily responsible for the enforcement of Customs and related laws, and related rules and regulations, not for the performance of protracted investigative case work. It is this distinction, coupled with the purpose of the work (as determined by responsible management) that forms the basis for classification in the Customs Patrol Officer Series, GS-1884, rather than in the General or Criminal Investigating Series, GS-1810 or GS-1811.

As noted previously, most Customs Patrol Officers perform investigative work of varying degrees of difficulty and complexity, but typically involving the use of such investigative techniques as interrogation, document review, development and use of leads, and searching for physical evidence. In most instances, the performance of investigative duties is incidental to or incorporated in the work of Customs Patrol Officers and does not provide sufficient basis for series or grade determinations. In some instances, however, the level of the investigative work performed may be equal to or in excess of that of the Customs Patrol Officer work performed or may occupy enough of the officer's time to have a substantial impact on the determination of the series of the position. This situation is evident in positions engaged in the performance of work that involves or is characterized by the: (1) planning and conduct of investigations that extend over protracted periods of time; (2) emphasizing of the gathering of evidence and the identification, apprehension and conviction of ringleaders and groups of individuals (i.e., organized groups engaged in long-term smuggling of prohibited or controlled materials) as

opposed to the immediate apprehension of individual smugglers or carriers; and (3) regular and recurring requirement for maintaining surveillance, performing undercover work and accepting assignments primarily on a referral or case work basis.

In evaluating the nature and significance of such duties and responsibilities when assigned to an officer and of the level of the investigative knowledge, skills, and abilities needed to perform them capably, position classification specialists should consider the following:

1. Investigative methods, techniques and practices, as noted above, are used by most Customs Patrol Officers to complement and supplement their enforcement activities and to increase their overall effectiveness. What must be assessed most carefully in the evaluation of those positions that encompass significant investigative duties and responsibilities is the extent to which the assignment and performance of investigative work (a) occupies the incumbent's time, (b) diminishes the extent and importance of the enforcement work performed, and (c) modifies the qualification requirements of the position. Of particular importance are the requirements for investigative knowledge, skills, and abilities rather than those required for the enforcement and prevention or deterrence duties and responsibilities. When the paramount requirement for a particular position is investigative knowledge, skills, and abilities and the requirements for the kinds of knowledge, skills, and abilities for Customs Patrol Officers (as described previously) are of secondary or minimal importance, such positions should be classified in the General or Criminal Investigating Series, GS-1810 or GS-1811, as appropriate, rather than the Customs Patrol Officer Series, GS-1884.
2. Some Customs Patrol Officer positions may have requirements for the performance of investigative work of a higher level than the enforcement work assigned and performed. When this situation occurs, the classification standards for the General or Criminal Investigating Series, GS-1810 or GS-1811, as appropriate, and the Customs Patrol Officer Series, GS-1884, should be used to determine the level of the work performed even though the position may be classified in the Customs Patrol Officer Series on the basis of knowledge, skills, and abilities required for full performance of assigned duties.
3. The classification of positions engaged in full-time gathering of intelligence is subject to and dependent upon such variables as how responsible management determines that work is to be organized, assigned, and performed. Other factors to be considered include:
 - the presence or absence of casework assignments or a casework orientation. Investigators tend to work regular casework loads and expectations and performance standards are based on the disposition of cases. In general, Customs Patrol officers' do not perform their assignments in an environment that lends itself to or is shaped by a casework orientation. In many instances, in fact, the enforcement workloads typically associated with the work of the Customs Patrol Officer do not lend themselves to casework assignments.
 - the source of referrals. Investigators are typically referred cases from: (1) the Customs Patrol, (2) other Federal, State and local apprehensions, and (3) other investigations and

apprehensions. Customs Patrol Officers typically collect advance information on actual or alleged wrongdoing and perform the initial case development themselves.

- the requirement for initial case development. As noted above, investigators typically receive their cases on a referral basis. Customs Patrol Officers' case development work typically is not controlled as there is no allegation of wrongdoing involved. They collect and refine information that is essential to the development of a case and refer or "hand off" this information to an investigative organization for further action.
 - the requirement for undercover work. Customs Patrol Officers may, from time to time, be required to perform undercover assignments. Mere plainclothes work is not considered undercover work in this context. Undercover assignments generally are performed at locations far removed from the officers' normal duty station where the officer's identity and purposes are not known or readily exposed. This type of assignment, while it may occur several times over an officer's career, tends to be of relatively short duration and to be incidental or ancillary to the performance of the officer's regular enforcement duties. Investigators, on the other hand, perform undercover assignments as a regular and recurring part of their assigned duties.
4. In making series and grade level determinations for positions that require both enforcement and investigative knowledge, skills, and abilities, it is important to consider such factors as lines of promotion, career development patterns, management requirements, and the purpose of the work assigned and performed, along with the classification guidance provided in this standard and those for the General and Criminal Investigating Series, GS-1810 and GS-1811.

FACTOR LEVEL DESCRIPTIONS

FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

Factor 1 measures the nature and extent of information or facts which the worker must understand in order to do acceptable work (e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts) and the nature and extent of the skills needed to apply those knowledges. To be used as a basis for selecting a level under this factor, a knowledge must be required and used.

Customs Patrol Officer positions require, commensurate with the grade level involved, a variety of job-related knowledge, skills, and abilities. These required knowledge, skills, and abilities are discussed in further detail below and in the Benchmarks provided in this standard.

Some positions in this occupation may require proficiency in a language other than the English language. The exact language requirements vary from location to location.

Customs Patrol Officer positions require knowledge and understanding of the laws, regulations, precedent decisions, and instructions in such areas as:

- the importation of contraband or the smuggling of items and materials such as the following:

- ! drugs, narcotics, hallucinogens, and similar illegal or controlled substances;
 - ! dangerous weapons and explosives;
 - ! currency and monetary instruments in excess of \$5,000;
 - ! wildlife and endangered species, and products and materials derived therefrom;
 - ! counterfeit currency, coins, securities, ships' papers, and plates, stones, or dies for making such items;
 - ! specified cultural artifacts and properties;
 - ! false or pirated copyright items; and
 - ! other items and materials as import control and smuggling prevention responsibilities are delegated to or enforced by the U.S. Customs Service.
- the exportation of contraband or the smuggling of items and materials such as the following:
 - ! arms, ammunition, and implements of war, including war excess property of all kinds;
 - ! currency and monetary instruments in excess of \$5,000;
 - ! animals; and
 - ! other items and materials as export control and smuggling prevention responsibilities are delegated to or enforced by the U.S. Customs Service.
 - detention, interrogation, search, arrest, seizure, or other infringement upon the personal liberties of U.S. citizens and of aliens, and officers' statutory authorities to act;
 - conspiracy to commit offenses against or to defraud the United States;
 - fraud, falsification, and misuse of manifests, shipping permits, or country of origin or other documents related to import and export;
 - criminal law, rules of evidence, and court procedures.

Customs Patrol Officers must understand and be able to use various techniques to obtain information through observation, by questioning individuals, by examining their documents and records, and by other means. They must know and use proper law enforcement and, where appropriate, investigative techniques, including methods of arresting persons, self-defense, and

use and care of firearms. They must know and apply precedent court decisions affecting law enforcement activities.

Level 1-4 -- 550 points

A knowledge of the principles, practices and techniques that are common to, characteristic of, and underlie criminal justice and law enforcement-oriented occupations. These include (but are not limited to) interviewing, collecting factual information, applying instructional and information materials and reconciling discrepancies. Positions in which this degree is found are typically involved in formal classroom and on-the-job training.

Level 1-5 -- 750 points

In addition to the knowledge of law enforcement principles, practices and techniques described at Factor Level 1-4, a knowledge of Customs laws, rules and regulations, operational activities and techniques of the U.S. Customs Patrol, civil rights of individuals and statutory authorities conferred on all Customs Patrol Officers sufficient to permit the performance of selected and structured work assignments involving the enforcement of Customs laws and the apprehension of persons suspected of violating these and related statutes.

Level 1-6 - 950 points

In addition to the knowledge and skills described at the preceding levels, an intensive practical knowledge of the laws, concepts, operational practices and law enforcement methods and techniques to perform independently the full range of duties typically encountered in the enforcement of Customs and other laws enforced by the U.S. Customs Patrol and in the apprehension of persons suspected of violating those laws:

- Sound practical knowledge of Customs (and related) laws, precedents, court and administrative decisions, and Customs Service and Customs Patrol regulations and procedures to identify varied patterns and practices used in smuggling various types of contraband, to recognize fraud and conspiracy, to protect the rights of U.S. citizens and alien entrants, and to protect and record evidence.
- Knowledge and expertise in law enforcement methods to properly interrogate, search, seize, arrest, exercise appropriate self-defense measures, and prepare evidence, testimony, and other information for use in prosecution of Federal court cases.
- Knowledge of intelligence gathering methods to enlist, control, and use paid and unpaid informants and obtain data from other sources, and to prepare written technical and other reports about activities and events encountered in daily activities.
- Knowledge of the day-to-day actual (and potential) illegal activities within an assigned area of responsibility to permit the officer to anticipate and eliminate such activities.

- Knowledge of emplacement and camouflage techniques to use tactical sensor and other devices to apprehend or track persons penetrating U.S. boundaries and their means of transportation.
- Skill and expertise in all aspects of sign cutting and tracking as described in the occupational information section.

Most Customs Patrol Officers are at this level.

Level 1-7 - 1250 points

In addition to the knowledge described at Level 1-6:

- Extensive knowledge of specialized intelligence to serve as Intelligence Coordinator in charge of the intelligence collection, analysis' and dissemination program for a wide geographic area.
- Extensive knowledge of Customs and related laws, statutes, precedents, court and administrative decisions, and current instructions concerning import and export, rights of U.S. citizens and alien entrants, various types of contraband and smuggling activities, etc., and of the relationships between these laws and statutes and those of other agencies with which the Customs Service cooperates in law enforcement.
- Skill in consolidating, evaluating, correlating, and analyzing a wide variety of seemingly unrelated facts, events, and occurrences and developing therefrom forecasts of trends and patterns in actual and potential contraband activities, information, guidelines, and techniques for application in the detection, apprehension, and prosecution of persons and groups of persons suspected of violating or conspiring to violate Customs and related laws.
- Skill in coordinating intelligence gathering operations for a geographic area and developing cases on specific interdiction targets and planning Customs Patrol participation in strike operations.
- Skill in developing continuing sources of information. Information may relate to routes and means of transport, trafficking in contraband and engaging in illegal activities intended to evade other laws enforced by the Customs Patrol, availability and sources of illegal or controlled items, goods and materials, etc.

FACTOR 2, SUPERVISORY CONTROLS

"Supervisory Controls" covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the review of completed work. Controls are exercised by the supervisor in the way assignments are made, instructions are given to the employee, priorities and deadlines are set, and objectives and boundaries are defined. Responsibility of the employee depends upon the extent to which the employee is expected to develop the sequence and timing of various aspects of the work, to modify or recommend modification of instructions, and to participate in establishing priorities and defining objectives. The degree of review of completed work depends upon the nature and extent of the review, e. g., close and detailed review of each phase of the assignment; detailed review of the finished assignment, spotcheck of finished work for accuracy; or review only for adherence to policy.

Level 2-1 - 25 points

A Customs Patrol Officer of higher grade or the supervisor maintains a close surveillance and control over the work. Assignments are accompanied by complete, specific and detailed instructions. The work assigned is performed under close supervision, and the employee may consult the supervisor as required and whenever situations develop that were not covered by the original instructions. Work is reviewed in progress and on completion for completeness, quality, accuracy, and adherence to instructions and established procedures.

Level 2-2 - 125 points

The supervisor or a Customs Patrol Officer provides instructions concerning types of assignments, new or unusual techniques to be used and any advance information known about smuggled items or materials, individual smuggler modus operandi typical of the area, potential boundary crossing areas, identification of potential means of transport, the potential number of smugglers that may be encountered, etc. Completed work is reviewed through work reports, appraisals, and subsequent discussions of completed assignments. Assignments are selected and structured to provide exposure to and experience in the full range of Customs Patrol functions performed within the area of assignment.

Level 2-3 - 275 points

The supervisor or a Customs Patrol Officer makes assignments which involve the performance of the full range of duties available at the district or station to which the officer is assigned, e.g., land, marine, or air operations (as these are described in Occupational Information). While the supervisor generally establishes objectives or priorities and highlights areas for special emphasis, the officer plans and carries out assignments independently in accordance with established operating procedures and instructions. In connection with their day-to-day assignments, officers make independent on-the-spot decisions on the basis of available evidence and in the light of statute and precedent, as the supervisor is generally not available for advice or assistance. Completed work is reviewed through reports and discussions between the officer and the supervisor covering actions taken and assignments completed. The review is focused on general

adequacy, soundness of decisions made, and conformity to established procedures and instructions.

Level 2-4 - 450 points

The supervisor sets the overall objectives and the resources available for intelligence operations for a large geographic area; for example, a region or district. The officers have a continuing responsibility in this area of work. The officers plan and carry out their work independently, establishing priorities, setting deadlines, determining the scope and intensity of their efforts based on the needs and objectives of the Customs Service, the limitations imposed by statute and precedent, the resources available, the constraints imposed by time, geographical areas to be covered, and contraband activities. At this level, officers typically have officers must resolve problems, even those that involve deviations from established procedures or instructions, unfamiliar situations or unusual requirements, on their own initiative. Completed work products, such as technical bulletins, digests of situations encountered, operational plans, procedural guides, etc., are accepted as technically sound. Unusual or controversial findings, plans, or recommendations are reviewed primarily to determine if they are a potential basis for modifications of program emphases, or operational procedures or instructions.

FACTOR 3, GUIDELINES

This factor covers the nature of guidelines and the judgment needed to apply them. Guides used in General Schedule occupations include for example: desk manuals, established procedures and policies, traditional practices, and reference materials such as dictionaries, style manuals, engineering handbooks, the pharmacopoeia, and the Federal Personnel Manual.

Individual jobs in different occupations vary in the specificity applicability and availability of the guidelines for performance of assignments. Consequently, the constraints and judgmental demands placed upon employees also vary. For example, the existence of specific instructions, procedures, and policies may limit the opportunity of the employee to make or recommend decisions or actions. However, in the absence of procedures or under broadly stated on objectives, employees in some occupations may use considerable judgment in researching literature and developing new methods.

Specifically relevant to the Customs Patrol Officer occupation, guides include a body of Federal laws and related criminal codes, precedent court decisions and administrative interpretations, extensive agency operations manuals, technical bulletins, basic investigative techniques and procedures, rules of evidence, various reporting forms, and policy memoranda.

Level 3-1 - 25 points

The Customs Patrol Officer receives intensive formal classroom and on-the-job instruction in all aspects of the work of the Patrol. The officer applies this training in situations where most, if not all, situations are covered by specific instructions such as standing orders or well-institutionalized work procedures. The officer adheres strictly to these guidelines unless authorized to do otherwise by the supervisor, an instructor, or another higher graded Customs Patrol Officer.

Level 3-2 - 125 points

Guidelines available include laws, manuals, regulations, precedents, interpretations, operating procedures, standing orders, and established methods and techniques. These guidelines are detailed and generally directly applicable to most situations encountered. Some judgment is used by the officer in identifying and selecting appropriate guidelines for use in specific cases or situations and in choosing the best approach to a particular situation from among several available alternatives. The officer has some opportunity to exercise judgment in the application of guidelines when conducting interrogations of suspects.

Level 3-3 - 275 points

Customs Patrol Officers use a variety of basic and general information contained in the various laws, regulations, and interpretations that pertain to their work. Additional guidance is contained in handbooks, procedural manuals, various instructions and orders, precedent court decisions and rulings, rules of evidence, and court procedures. Officers exercise considerable ingenuity in making judgments, applying various techniques and procedures, and using discretion in the application of available guidelines to the wide variety of individual cases and situations encountered. While guidelines are always available, officers frequently must apply standard practices and techniques to new situations, relate new situations to old precedents, and adapt and modify guidelines whenever it becomes necessary, e.g., application of instructions and procedures in land, sea, and air operations, in intelligence gathering where new information requires seeking and developing new or corroborative sources or in resolving apparently unreconcilable data in the search for common patterns.

FACTOR 4, COMPLEXITY

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work.

Level 4-2 - 75 points

The work of the Customs Patrol Officer involves the application of a variety of institutionalized procedures and methods in controlled work situations and provides practical experience in the surveillance, apprehension, and interrogation of smugglers, and preparation of technical reports.

The officer performs assignments that consist generally of the more routine aspects of the work usually assigned to higher graded officers. These assignments are typically predetermined and structured to provide specific types of practical experience and exposure to particular operating situations and problems.

Level 4-3 - 150 points

The Customs Patrol Officer uses established procedures and methods to engage in surveillance and information gathering, and to apprehend, interrogate, arrest or detain suspected smugglers, seize materials and means of transport, and prepare required technical reports. Assignments are complicated by changing conditions or situations involving such factors as the nature of the illegal activity encountered, modus operandi of the lawbreaker, degree of difficulty in establishing facts, protection of suspects' civil rights, etc. The requirements of individual assignments may alter established operating procedures, standing orders and rules, or require new interpretations and different application of statutory authorities conferred by the various laws and regulations under which Customs Patrol Officers work.

Level 4-4 - 225 points

Customs Patrol Officers at this level typically are responsible for planning, organizing, and directing the intelligence program for a geographic area. The assignments require the use of incomplete and inconclusive data, variations in approaches, and the resolution of unacceptable, inconsistent, or unforeseen results. Officers are confronted by large numbers of seemingly patternless and unrelated items, events, and occurrences that must be pieced together. Assignments typically require officers to make unreviewed decisions and draw conclusions or inferences about criminal activities, fraud, potential or actual organized conspiracies to violate Customs. Neutrality and other laws, and other similar matters after evaluating and interpreting intelligence received from a number and variety of sources. Such information typically is difficult to categorize and must be assessed on an individual or situational basis. Work performed at this level required officers to use and control informants and conduct subtle, probing interrogations.

FACTOR 5, SCOPE AND EFFECT

Scope and Effect covers the relationship between the nature of the work, i.e., the purpose, breadth, and depth of the assignment, and the effect of work products or services both within and outside the organization.

In General Schedule occupations, effect measures such things as whether the work output facilitates the work of others, provides timely services of a personal nature, or impacts on the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture, allowing consistent evaluations. Only the effect of properly performed work is to be considered.

Level 5-1 - 25 points

This level is appropriate for trainee assignments for inexperienced Customs Patrol Officers who have just entered the Service. These officers perform limited duties under close supervision and in carefully controlled conditions, usually in formal classroom or on-the-job training environments.

Level 5-2 - 75 points

The purpose of the work is to, (1) enforce the Customs law and related statutes, and (2) provide exposure to and experience in the programs, policies and procedures of the Customs Service and a basis for more responsible assignments. Successful completion of assignments assists in the prevention of smuggling, prevention of cargo crime, and promotion of crime detection and prevention at or near coastal and land boundaries of the United States.

Level 5-3 - 150 points

The officer's actions are directed toward interception of movements of contraband, deterrence or apprehension of smugglers of narcotics or other illegal or prohibited substances, prevention of crime at or near Coastal and land boundaries of the United States at and between international ports of entry, and effecting the seizure of smuggled materials and the means used to transport them, and the apprehension of the suspects involved. The effective accomplishment of assigned duties has considerable impact on denial of sources of narcotics and other controlled substances, prevention of smuggling to avoid duties and taxes, protection of wildlife and endangered species, the general health and welfare of the public, and operations of other enforcement units of the Customs Service.

Level 5-4 - 225 points

At this level the officer sifts, refines, correlates, and evaluates various forms of intelligence materials such as that forwarded by operational personnel in the field, received from the headquarters level, from counterpart officials in other Federal agencies, and from State and local enforcement personnel. Through such analysis the officer identifies smuggling trends, patterns, and data that may lead to detection of major smuggling attempts, conspiracies to evade the neutrality laws, and similar attempted violations before they actually occur, and develops appropriate responses, e.g., Customs Patrol operational plans, technical bulletins, etc. The officer also plans and develops Customs Patrol participation in major strike force actions which require that intelligence be correlated and integrated into broad, overall strategic strikes at major criminal activities. At this level information developed by the officers is used by responsible management as a basis for planning work; revising operations, procedures, and methods, for shifting areas of surveillance; altering allocations of resources in anticipation of activities; and for assignments of personnel.

FACTOR 6, PERSONAL CONTACTS

This factor includes face-to-face contacts and telephone and radio dialogue with persons not in the supervisory chain. (NOTE: Personal contacts with supervisors are covered under Factor 2, Supervisory Controls.) Levels described under this factor are based on what is required to make the initial contact, the difficulty of communicating with those contacted, and the setting in which the contact takes place (e.g., the degree to which the employee and those contacted recognize their relative roles and authorities).

Above the lowest level, points should be credited under this factor only for contacts which are essential for successful performance of the work and which have a demonstrable impact on the difficulty and responsibility of the work performed.

The relationship of Factors 6 and 7 presumes that the same contacts will be evaluated for both factors. Therefore, use the personal contacts which serve as the basis for the level selected for Factor 7 as the basis for selecting a level for Factor 6.

Level 6-1 - 10 points

Personal contacts are with higher graded Customs Patrol Officers or other personnel, e.g., electronics technicians, communications personnel, instructors, clerical personnel, pilots, etc., within the immediate office or related units within the station.

Level 6-2 - 25 points

Personal contacts are with a number of employees in the Service, but outside the immediate organization, e.g., Customs Inspectors, investigators, and technical personnel. These contacts are generally established on a cyclical or routine basis and within a structured setting.

Level 6-3 - 60 points

Personal contacts are with the general public, including U.S. citizens and alien entrants, suspected violators, officials of other Federal agencies, e.g., the Drug Enforcement Administration, the Departments of Justice, Defense, Transportation and Interior, the U.S. Coast Guard, representatives of State and local governments, personnel from other law enforcement activities, Federal and non-Federal, and attorneys and court officials. Contacts are established on a nonroutine and routine basis, but take place in a wide variety of settings within or outside the assigned area. Most Customs Patrol Officer positions are at this level.

Level 6-4 - 110 points

In addition to the contacts described in Level 6-3, personal contacts are with counterpart officials of foreign governments, high ranking officials from outside the Customs Service, including

Members of Congress and key officials and top law enforcement personnel from State and local government and leaders from the law enforcement, criminal justice, and legal communities.

FACTOR 7, PURPOSE OF CONTACTS

In General Schedule occupations, purpose of personal contacts ranges from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, or objectives. The personal contacts which serve as the basis for the level selected for this factor must be the same as the contacts which are the basis for the level selected for Factor 6.

Level 7-1 - 20 points

Contacts are established to obtain and exchange factual information that is directly related to the work. This level is generally restricted to trainee or developmental Customs Patrol Officer positions.

Level 7-2 - 50 points

Contacts are established to plan and coordinate work efforts with other Service personnel and resolve operating problems. The people contacted by the Customs Patrol Officer are generally cooperative and have mutual objectives or goals.

Level 7-3 - 120 points

Contacts are established to detain, control, or interrogate apparent or suspected violators of the Customs and related laws. Persons contacted frequently are frightened, uncooperative, uncommunicative, hostile, evasive, and dangerous. These conditions require Customs Patrol Officers to be extremely skillful and discreet in the manner in which they approach individuals and groups, and very selective in the methods and techniques used to collect and evaluate information and interrogate suspects. Most Customs Patrol Officer positions are at this level.

FACTOR 8, PHYSICAL DEMANDS

The "Physical Demands" factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities (e.g., specific agility and dexterity requirements) and the physical exertion involved in the work (e.g., climbing, lifting, pushing, balancing, stooping, kneeling, crouching, crawling, or reaching). To some extent the frequency or intensity of physical exertion must also be considered, (e.g., a job requiring prolonged standing involves more physical exertion than a job requiring intermittent standing).

Level 8-1 - 5 points

The work is primarily sedentary, although there may be some standing and bending involved. The officer may also be required to do some walking or lifting and carrying of small or light objects.

Level 8-2 - 20 points

The work requires frequent and recurring surveillance in which there is a considerable amount of walking, stooping, bending, and climbing. The officer may also be required to lift and carry moderately heavy objects occasionally.

Level 8-3 - 50 points

The work requires protracted periods of strenuous physical exertion such as long periods of standing, walking, crawling, and running over rough, uneven, or rocky terrain; operating vehicles in hours of light and darkness over rough or uneven surfaces in cold and hot climates or in dry, dusty areas; climbing trees of buildings of various heights; or working in mountainous country. The officers must be able to defend themselves and others as required against physical attacks.

FACTOR 9, WORK ENVIRONMENT

The "Work Environment" factor considers the risks and discomforts in the employee's physical surroundings or the nature of the work assigned and the safety regulations required. Although the use of safety precautions can practically eliminate a certain danger or discomfort, such situations typically place additional demands upon the employee in carrying out safety regulations and techniques.

Level 9-1 - 5 points

Work is usually performed in an office, classroom, or other environment which involves minimal risks and discomfort. No special safety or security precautions are required.

Level 9-2 - 20 points

The work involves frequent exposure to moderate discomfort, unpleasant working situations, or exposure to adverse weather conditions, i.e., hot, cold, wet, and dry. Safety or security precautions are sometimes required and the officer may have to use special protective gear or clothing.

Level 9-3 - 50 points

The work involves high risks with exposure to a wide variety of potentially dangerous situations or unusual environmental stresses such as operation of rough terrain and other motor vehicles in

day and night high speed chases, boarding of vessels on the high seas from unstable boats, low level helicopter and plane pursuits, possible gunfire or physical attack. The officer typically works long and irregular hours, on weekends, and at night and frequently changes shifts or duty stations. Assignments are subject to change without advance notice and in some instances with very little lead time.

OPM BENCHMARK DESCRIPTIONS

CUSTOMS PATROL OFFICER GS-1884-5, BMK #1

Duties

This is a trainee level. The trainee Customs Patrol Officer performs duties that have been selected to provide, through formal classroom and on-the-job training:

- familiarization with Customs and related laws and related rules and regulations, statutory authorities of Customs Patrol Officers, and other activities and techniques relevant to law enforcement;
- orientation to the programs, policies and procedures of the U.S. Customs Service and its management and operational activities;
- performance of duties such as boundary operations, tracking and sign cutting, terminal operations, etc., as described in Occupational Information; and
- proficiency in a foreign language, if required.

Factor 1, Knowledge Required by the Position - Level 1-4 - 550 points

- Knowledge of basic law enforcement methods, techniques, skills, and equipment to permit the officer to detain and question suspects, to identify violations, to safely arrest suspected violators, and to collect evidence.
- Knowledge of commonly used interviewing and other information-gathering methods and techniques sufficient to permit the officer to establish, maintain, and improve interpersonal relationships in the collection of intelligence from suspects and from other individuals and groups with varying backgrounds, and to make proper disposition of facts obtained.
- Knowledge of surveillance techniques to observe movements of persons or groups of persons near or across coastal and land boundaries and in ports of entry, and skill to examine and evaluate forms and documents (e.g., Customs declarations, bills of sale, airline tickets, passports, etc.), and to elicit information relevant to smuggled goods and prohibited or illegal shipments.

- Skill in interpreting and correctly applying laws, regulations, precedents and other instructional or informational material to assure that proper apprehensions are made.
- Skill in the use of firearms, radio equipment, vehicles, vessels, night vision and other specialized devices to perform required functions regarding law enforcement.

Factor 2, Supervisory Controls - Level 2-1 - 25 points

The supervisor or Customs Patrol Officer of higher grade assigns work. Assignments are accompanied by complete, specific, and detailed instructions regarding work requirements, techniques and methods to be employed, advance information, and expectations. The work assigned is performed under the close supervision of another Customs Patrol Officer who is consulted frequently as situations develop that may not have been completely or specifically covered by initial instructions. Work is reviewed in progress and on completion for completeness, quality, conformance to instructions, and observance of appropriate procedures.

Factor 3, Guidelines - Level 3-1 - 25 points

Receives intensive formal classroom and on-the-job instruction in Customs and related laws, rules and regulations; operational activities, methods, and techniques; law enforcement procedures; and constitutional rights of individuals and statutory authorities of Customs Patrol Officers. Applies training in work situations where most, if not all, situations are covered by standing orders or well institutionalized work procedures. The officer has some opportunity for judgment in deciding which guidelines apply in specific, selected assignments, e.g., which laws may have been violated, application of proper regulations, etc.

Factor 4, Complexity - Level 4-2 - 75 points

The work involves the application of a variety of institutionalized procedures and methods in controlled work situations and provides practical experience in the apprehension, interrogation, and processing of suspected violators of Customs and related laws. Assignments typically involve aspects of work assigned to higher graded officers to provide specific types of practical experience or exposure to particular situations or problems.

Factor 5, Scope and Effect - Level 5-2 - 75 points

The purpose of the work is to: (1) enforce the Customs and related laws and statutes; and (2) provide exposure to and experience in the programs, policies, and procedures of the Customs Service and a basis for more responsible assignments. Successful completion of assignments assists in the apprehension of suspected violators, prevention of smuggling and the import or export of illegal or prohibited items and materials, and promotion of crime detection and prevention at and near coastal and land boundaries of the United States.

Factor 6, Personal Contacts - Level 6-3 - 60 points

Personal contacts are with the general public, including suspected violators of Customs and related laws, representatives and officials from other Federal agencies (e.g., Drug Enforcement Administration, U. S. Coast Guard, FBI), personnel from other Federal and non-Federal law enforcement agencies, attorneys, and magistrates. Such contacts are established on a nonroutine basis and may take place in a wide variety of settings.

Factor 7, Purpose of Contacts - Level 7-1 - 20 points

Contacts are established to obtain and exchange factual information about the work and, as required, to assist other officers in the performances of their duties.

Factor 8, Physical Demands - Level 8-3 - 50 points

In both the training and work situations considerable strenuous physical exertion occurs, such as long periods of standing, walking, crawling, and running over rough, uneven, or rocky surfaces; driving standard and four wheel drive vehicles day or night over rough surfaces through cold timberland, or in hot, dry, and dusty areas; and climbing of various heights. The officer must be prepared to defend self and others against physical attack, resorting to use of firearms only as a last resort.

Factor 9, Work Environment - Level 9-3 - 50 points

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress, such as operation of automobiles in high speed chases, boarding vessels, and possible gunfire. May be required to work long and irregular hours, on weekends, and at night, frequently changing shifts and duty stations. Assignments are subject to change without advance notice.

TOTAL POINTS - 930

CUSTOMS PATROL OFFICER, GS-1884-7, BMK #1

Duties

The Customs Patrol Officer enforces the Customs laws and the corresponding criminal codes and apprehends suspected violators of these and related laws enforced by the U.S. Customs Service. Through on-the-job exposure to the management and operational activities of the Service, as well as through formal classroom or field training, develops knowledge and skills necessary to the performance of more responsible assignments.

- through leads, personal observation of individuals, and other means, detects individuals suspected of violating Customs and other laws. Questions such persons, inspects their

documents to determine their nationality, point of origin of travel, itinerary, etc., and inspects belongings to search for smuggled items and materials.

- searches for contraband in private and commercial vehicles, vessels and aircraft, and in buildings and outdoor areas. Observes and interprets physical signs or evidence of illegal boundary crossings at other than official points of entry.
- apprehends, detains and searches suspected smugglers; questions them and others involved, such as witnesses. Recommends to supervisor or senior officer that suspects be held for further questioning or arrest and search.
- writes technical reports concerning apprehensions, arrests and seizures, interrogations, intelligence received from informants, and other activities relevant to Customs and related law enforcement.

Factor 1, Knowledge Required by the Position - Level 1-5 - 750 points

- Knowledge of Customs and related laws, rules and regulations, operational activities and techniques; law enforcement activities; constitutional rights of individuals and statutory authorities conferred upon all Customs Patrol Officers sufficient to recognize violations of laws, apprehend suspected violators, and make proper arrests.
- Skill in obtaining or eliciting information through observation, questioning of individuals, searching records, and use of other means to locate and apprehend suspected violators.
- Knowledge of proper law enforcement procedures, including methods of searching, seizing, arresting, and self-defense.

Factor 2, Supervisory Controls - Level 2-2 - 125 points

Initially, supervisor assigns the employee to work with higher graded officers on assignments that are selected and structured to provide exposure to and experience in the full range of Customs Patrol functions performed at the employing office or station. The officer works in accordance with instructions concerning the nature of the assignment, and any advance information known, e.g., nature of terrain, location, names, descriptions of modus operandi of a suspect or a number of people, and suspected points of boundary penetration between official points of entry in instances of smuggling. Whenever possible, consults with supervisor or higher graded officers when confronted with unusual or unanticipated situations. Completed work is reviewed through work reports and subsequent discussions of actions taken and assignments completed. These discussions are also used to determine if instructions have been obeyed and proper law enforcement methods and principles have been employed and to suggest more effective alternatives for future use.

Factor 3, Guidelines - Level 3-2 - 125 points

Guidelines available include laws, regulations, handbooks, manuals, precedents, interpretations, operating procedures, standing orders, and established methods and procedures. These guidelines are very detailed and are ordinarily directly applicable to most situations. Some judgment is exercised by the officer in the identification and selection of appropriate guidelines and deciding among alternative approaches to given situations.

Factor 4, Complexity - Level 4-2 - 75 points

The work of the Customs Patrol Officer involves the application of a variety of institutionalized procedures and methods in controlled work situations and provides practical experience in the detection, apprehension, and interrogation of persons suspected of violating Customs and related laws. The officer performs assignments that consist generally of the more routine aspects of the work usually assigned to higher graded officers. These assignments are typically predetermined to provide specific types of practical experience and exposure to particular operating situations and problems, e.g., ground, marine, and air operations.

Factor 5, Scope and Effect - Level 5-2 - 75 points

The purpose of the work is to: (1) enforce the Customs laws and related laws and statutes; and (2) provide exposure to and experience in the programs, policies and procedures of the U.S. Customs Service and a basis for more responsible assignments. Successful completion of assignments assists in the prevention of smuggling, the apprehension or detention of Customs violators, and promotion of crime detection and prevention at or near the coastal and land boundaries of the United States.

Factor 6, Personal Contacts - Level 6-3 - 60 points

Personal contacts are with the general public, including U.S. citizens and alien entrants, officials of other Federal agencies, e.g., the Departments of Agriculture, Justice, Transportation and Interior, representatives of State and local governments, personnel from other Federal and non-Federal law enforcement agencies, and attorneys. These contacts are established on a nonroutine basis and may take place in a wide variety of settings within or outside the office or station.

Factor 7, Purpose of Contacts - Level 7-3 - 120 points

Contacts are established to solicit support, elicit and exchange information, and to detain, control, or interrogate suspected violators of Customs and related laws. Suspects are frequently uncooperative, uncommunicative, hostile, afraid, evasive, or dangerous. These conditions require officers to be extremely careful in the manner in which they approach individuals and groups and very selective in the methods and techniques used to collect and evaluate information and interrogate suspects.

Factor 8, Physical Demands - Level 8-3 - 50 points

The work requires considerable strenuous physical exertion such as long periods of standing, walking, crawling, and running over rough, uneven, or rocky surfaces; driving standard and four wheel drive vehicles day or night over rough surfaces; through cold timberland, or in hot, dry, and dusty areas; and climbing of various heights. Customs Patrol Officers must be prepared to defend themselves and others against physical attack, resorting to the use of firearms only as a last resort.

Factor 9, Work Environment - Level 9-3 - 50 points

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress, such as operating automobiles in high speed chases, landing from helicopters, boarding vessels, and possible gunfire. May be required to work long and irregular hours, on weekends, and at night, frequently changing shifts and duty stations. Assignments are subject to change without advance notice.

TOTAL POINTS - 1430

CUSTOMS PATROL OFFICER, GS-1884-9, BMK #1**Duties**

Customs Patrol Officers at this level independently perform the full range of Customs Patrol duties found at the district or station. The purpose of such actions is to enforce Customs laws and the corresponding criminal codes, and to apprehend suspected violators of these and other laws enforced by the U.S. Customs Service.

- working alone or as a member of a team, performs a variety of duties including boundary operations, tracking and sign cutting, marine and air operations, intelligence gathering, and other operations typical in the assigned area.
- develops and uses information from a wide variety of sources including private citizens, paid and unpaid informants, personnel from Federal and non-Federal law enforcement jurisdictions to apprehend organized groups (or members of such groups) who, for gain, import or export contraband or who conspire to assist in the movement of contraband.
- through leads obtained from informants and advance intelligence, and through personal observation, apprehends persons or groups of persons suspected of violating Customs and other laws. Detains such persons or groups and inspects any forms or documents in their possession and their personal possessions to determine the nature of violations, if any. Questions suspects and others involved, such as witnesses. Transports (or arranges for transport of suspects to station for further interrogation or transfer to the jurisdiction of another agency.

- uses sensor systems and other devices to track and identify persons, vehicles, vessels, and aircraft entering the U.S. at (or leaving the U.S. from) other than authorized points of entry. Similarly, maintains surveillance within Customs waters or international boundary areas, observing movements of person, vehicles, vessels, and aircraft.
- prepares technical reports for use by local and higher headquarters. Such reports pertain to identification of persons and groups, means of transportation, new or altered modus operandi, arrests and seizures, results of interrogation, information from informants, and other matters related to violations or suspected violations of Customs laws and other laws enforced by the U.S. Customs Service.
- work closely with U.S. Attorneys in presentation or preparation of cases for prosecution in Federal courts and provides expert witness testimony in court.

Factor 1, Knowledge Required by the Position - Level 1-6 - 950 points

- Intensive practical knowledge of the laws, "concepts, operational practices, and law enforcement methods and techniques to perform independently the full range of duties typically encountered in the enforcement of Customs and related laws and to apprehend suspected violators of these laws and related criminal statutes.
- Sound practical knowledge of Customs and related law precedents and court decisions and U.S. Customs Service instructions, regulations, and interpretations to protect the rights of U.S. citizens and alien entrants, to identify varied patterns and practices used in smuggling various types of contraband, to recognize fraud and conspiracy, and to protect and record evidence.
- Knowledge and expertise in law enforcement methods and techniques to properly interrogate, search, seize, arrest, and exercise appropriate self-defense measures, and to work closely with U.S. Attorneys in preparing evidence, expert testimony, and other information to be used in prosecuting cases in Federal courts.
- Knowledge of intelligence gathering methods to obtain information on a variety of actions, events, and occurrences from individuals and groups of varying backgrounds, and skill to prepare written technical and other reports and materials related to this information and to other activities and events encountered in daily operations.
- Knowledge of day-to-day actual (and potential) illegal activities within the assigned area of responsibility to permit the officer to anticipate and eliminate such activities.
- Knowledge of emplacement and camouflage techniques to use tactical sensor and other devices to apprehend or track persons penetrating U.S. boundaries, and their means of transportation.
- Skill and expertise in all aspects of sign cutting and tracking as described in the occupational information section.

Factor 2, Supervisory Controls - Level 2-3 - 275 points

Receives available information concerning the nature of assignment from the supervisor or another Customs Patrol Officer, e.g., information on anticipated activities, boundary crossings via land, sea, or air, types of movements or modus operandi, tips, leads, etc. Uses judgment in differentiating between obvious individual violations that may be disposed of immediately and those that have implications beyond the immediate violation and require coordination with the operations and activities of other law enforcement personnel. Completed work is reviewed through reports, infrequent discussions of actions taken and assignments completed. This review is concentrated on general adequacy of results achieved, soundness of decisions made, and conformity to established policy and operating procedures: Officers typically receive little if any supervisory assistance or advice as they pursue their day-to-day assignments unless they meet with unusual situations not previously encountered or covered by an established precedent. In these situations, officers may request advice or assistance.

Factor 3, Guidelines - Level 3-3 - 275 points

Basic and general information is provided in the various laws, regulations, and interpretations pertaining to the work performed, operating handbooks and agency manuals, instructions and orders, precedent court decisions, rules of evidence, and court procedures. Considerable ingenuity is exercised in making judgments, applying techniques, and using discretion in applying general guidelines to the wide-variety of individual cases encountered. Work is frequently performed under stress and the officer must adapt and modify instructions and procedures when new situations are encountered in connection with smugglers' modus operandi, ships manifests, and stowage plans, misuse of or fraudulent documents, possible use of decoys with carriers, multiple shipments involving different types of contraband, etc.

Factor 4, Complexity - Level 4-2 - 150 points

Assignments involve the application of law enforcement procedures, quickly and accurately interrogating suspects, taking sworn statements, evaluating information, and quickly deciding on the best course of action as each individual situation develops.

Assignments are complicated by such factors as the nature of illegal activities, the variety of modus operandi used by lawbreakers, difficulty in establishing facts, e.g., points of origin and destination, number of shipments in a particular operation, court decisions affecting operations; and protection of suspects' civil rights. Court rulings may alter established operating procedures or challenge the interpretation of statutory authorities conferred by the laws enforced.

Factor 5, Scope and Effect - Level 5-3 - 150 points

The purpose of the work assignment is to enforce the Customs laws and related laws and statutes. Actions prevent or deter the smuggling of merchandise, narcotics and other contraband goods, promote crime detection and prevention along and near coastal and land boundaries, and effect the apprehension of smugglers and the seizure of materials and means of transport. The officer's competence and conduct in completing assignments and subsequent court testimony, as

required, determines to a large extent whether it will be possible to gain convictions of those who have been apprehended. Many of these individuals may also be guilty of crimes under other criminal and Federal statutes. Effective accomplishment of assignments has considerable impact on curbing the abuse of drugs in the U.S. disease control, deterrence of neutrality violations, and reduction of crime.

Factor 6, Personal Contacts - Level 6-3 - 60 points

Personal contacts are with the general public, foreign nationals, informants, suspects, U.S. citizens at all social and professional levels, officers of other law enforcement agencies, attorneys, and court officials. Contacts occur on a nonroutine basis and may take place in a wide variety of settings within or outside the office or station.

Factor 7, Purpose of Contacts - Level 7-2 - 120 points

Contacts are established to detain, control, or interrogate suspected violators of Customs and related laws. Suspects (and some informants) frequently are fearful, uncooperative, evasive, uncommunicative, hostile, or dangerous. These conditions require officers to be extremely skillful in the manner in which they approach individuals and groups and very selective in the methods and techniques used to collect and evaluate information and interrogate suspects.

Factor 8, Physical Demands - Level 8-3 - 50 points

The work requires considerable strenuous physical exertion (e.g., long periods of standing, crawling, walking, and running over rough, uneven, rocky surfaces and through wooded or brushy areas; driving standard and four wheel drive vehicles over and through similar areas; climbing of various heights; and performing these activities, day or night, in areas ranging from cold timberland to hot, dry, and dusty areas). Officers must be prepared to defend themselves and others against physical and armed attack, resorting to the use of firearms only as a last resort.

Factor 9, Work Environment - Level 9-3 - 50 points

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress, such as operating vehicles at high rates of speed, landing from helicopters, boarding vessels on the high seas, and possible gunfire. May be required to work long and irregular hours, on weekends, and at night, frequently changing shifts and duty stations. Assignments are subject to change without advance notice.

TOTAL POINTS - 2080

CUSTOMS PATROL OFFICER, GS-1884-11, BMK #1

Duties

The Customs Patrol Officer is in charge of the intelligence collection, analysis, and dissemination program for an assigned geographic area; for providing advance intelligence about actual and potential movements of contraband; for preparing operational plans; and for providing collection instructions to other officers within the assigned area.

- collects intelligence information continuously from a wide variety of sources, including informants in the local area and in other regions and countries, reports from officers throughout the assigned area, other sources within the Customs Service, and other law enforcement agencies and jurisdictions, court officials, schools, etc.
- analyzes, evaluates, and interprets all forms of intelligence data and prepares reports identifying trends and patterns in activities relating to smuggling and illegal import or export of contraband.
- provides intelligence information to other officers and supervisors on a continuing basis.
- prepares forecasts of smuggling activities and contraband movements and recommends actions to counteract and apprehend suspected violators based on studies of intelligence information.
- works in conjunction with other officers as necessary providing expert advice on routes and means of transport, latest developments in smuggler methods, trafficking in contraband, and other intelligence information to be used in the development of specific cases.
- provides authoritative guidelines, techniques and information relating to availability and sources of illegal and controlled materials, goods and items, patterns of movement and distribution of contraband, known and forecast major smuggling activities, methods of surveillance and detection, etc. Compiles current and complete intelligence pertaining to names, methods, and activities of known and suspected carriers or members of organized groups, informants and other sources of information, reports of suspicious activities at public, private, and hidden aircraft and boat landing facilities and at other sites at and between official ports of entry.
- plans and coordinates the intelligence work of other officers in the assigned area and trains and orients them as required.
- meets, as Customs Patrol representative, with counterpart officials of other Regions and other Federal and non-Federal law enforcement jurisdictions to plan Customs Patrol participation in strike force actions, keep abreast of current intelligence, resolve mutual

problems, and provide free flow of information on matters of intelligence and operational interest.

Factor 1, Knowledge Required by the Position - Level 1-7 - 1250 points

- Extensive knowledge of Customs and related laws and statutes, regulations, precedents, court and administrative decisions, and current instructions concerning import and export, various types of contraband and smuggling activities, rights of U.S. citizens and alien entrants, etc., and of the relationships between these laws and statutes and those of other agencies with which the Customs Service cooperates in law enforcement.
- Extensive knowledge of specialized intelligence sources, and of collection, analysis, and dissemination methods, procedures, and techniques as these relate to planning and coordinating all aspects of the intelligence program for a geographic area.
- Skill in correlating, evaluating, and analyzing a wide variety of seemingly unrelated facts, events, occurrences, and other items of intelligence material and developing therefrom information, guidelines, and techniques for application in the detection, apprehension, and prosecution of persons and groups attempting or conspiring to attempt to violate laws enforced by the U.S. Customs Patrol.
- Skill in planning and coordinating intelligence operations on a geographic wide basis and developing cases on specific interdiction targets and planning Customs Patrol participation in strike operations.
- Skill in developing continuing sources of information. Information may relate to routes and means of transport; availability and sources of controlled or illegal substances, goods, items, and materials; trafficking in contraband; and engaging or conspiring to engage in evasion of other laws enforced by the U.S. Customs Patrol, etc.

Factor 2, Supervisory Controls-Level 2-4-450 points

Assignments which usually involve a continuing responsibility for the intelligence functions and activities within a particular geographic area are made by the supervisor in broad, very general terms. Officers receive minimal, if any, assistance or advice regarding the day-to-day performance of their assignments. Decisions concerning the actual performance of the work are based largely on the officers' individual judgment and expertise.

Using this individual experience and expertise, a knowledge of the peculiarities of the area of geographic responsibility, patterns of contraband movements, and tactical intelligence material collected from multiple sources, the officer independently plans and executes the work assigned. The officer also independently establishes work priorities, determines the extent and intensity of the intelligence effort, sets deadlines, and develops realistic objectives to assure the most effective results. At this level, officers frequently resolve many problems on their own initiative, including those that involve procedural or program deviations, unfamiliar situations or unusual requirements.

Completed work products, such as intelligence forecasts, operational plans, technical bulletins, letters, etc., are accepted as technically correct. Unusual or controversial findings are reviewed primarily to determine if they might be used to modify operating procedures or program emphases.

Factor 3, Guidelines - Level 3-3 - 275 points

Broad policy guidance and general information are provided in Customs law and in related laws enforced by the Customs Service, service manuals, headquarters and region instructions, applicable titles of the U.S. Code, and related decisions and precedents provided by the Federal courts. The officer frequently must adapt or revise available guidelines to meet the requirements of a specific situation or assignment. These revisions in some instances form the basis for subsequent changes in policies and procedures. In some instances the officer must develop new approaches or techniques to cope effectively with new or unusual operating conditions.

Factor 4, Complexity - Level 4-4 - 225 points

The officers' principal and continuing assignments involve the collection and analysis of intelligence for its immediate or operational importance and for its planning or strategic value. Upon discovery, operational intelligence information is transmitted directly to the affected field unit, for incorporation in their operational plans. The officer must recognize, isolate, and be prepared to make sound decisions, recommendations, and critical judgments based on individual evaluations of the intrinsic relationships of operational intelligence information to strategic informational considerations.

Factor 5, Scope and Effect - Level 5-4 - 225 points

Intelligence information concerning trends, patterns, and fluctuations in contraband movements developed and evaluated by the Officer and supplied to management is used as a basis for the deployment of personnel to various Customs Patrol functions and to planning and directing activities throughout a broad geographic area. The officer evaluates information for reliability, currency and usefulness and prepares forecasts of projected contraband movements and recommends appropriate action to counteract and apprehend persons and groups engaging in such movements. The officer's work contributes to the enforcement of Customs and related laws by anticipating possible illegal activities prior to actual commission or occurrence and the development of appropriate responses to minimize or eliminate these activities, e.g., identifying groups conspiring to or actually engaging in illegal activities, planning and developing Customs Patrol participation in major special strike operations, etc.

Factor 6, Personal Contacts - Level 6-3 - 60 points

Makes contact with other officers, with informants, with counterpart personnel in other Federal and non-Federal law enforcement jurisdictions, and with the general public, in addition to U.S. attorneys, Federal judges, and magistrates.

Factor 7, Purpose of Contacts - Level 7-3 - 120 points

The purpose of the contacts is to obtain, evaluate, and piece together intelligence information from informants, alleged violators, other officers, and law enforcement personnel in order to obtain and provide operational and strategic intelligence and apprehend suspected violators. The officer also trains and orients other officers.

Factor 8, Physical Demands - Level 8-3 - 20 points

The work at times involves surveillance which involve a considerable amount of walking, bending, stooping, or climbing. The officer also may be required to lift and carry moderately heavy objects occasionally.

Factor 9, Work Environment - Level 9-3 - 20 points

The work environment at times involves exposure to moderate risk situations, some discomforts, unpleasant working conditions and adverse weather conditions, e.g., hot, cold, dry, and wet. Safety or security precautions sometimes are necessary and the officer may have to use appropriate clothing and gear. May be required to work long and irregular hours, on weekends and at night.

TOTAL POINTS - 2645