

U.S. Office of Personnel Management
Office of Merit Systems Oversight and Effectiveness
Classification Appeals and FLSA Programs

Dallas Oversight Division
1100 Commerce Street, Room 441
Dallas, TX 75242-0695

Classification Appeal Decision
Under section 5112 of title 5, United States Code

Appellant: [appellant]

Agency classification: Electronic Duplicating System Operator
GS-303-05

Organization: Document Automation and Production
Service (DAPS)
[organization]
Defense Logistics Agency
[name] Army Depot
[city and state]

OPM decision: GS-303-05
Title at agency discretion

OPM decision number: C-0303-05-16

Bonnie Brandon
Classification Appeals Officer

October 4, 2002

Date

As provided in section 511.612 of title 5, Code of Federal Regulations, this decision constitutes a certificate that is mandatory and binding on all administrative, certifying, payroll, disbursing, and accounting officials of the government. The agency is responsible for reviewing its classification decisions for identical, similar, or related positions to ensure consistency with this decision. There is no right of further appeal. This decision is subject to discretionary review only under conditions and time limits specified in the *Introduction to the Position Classification Standards*, appendix 4, section G (address provided in appendix 4, section H).

Decision sent to:

Appellant's name and address

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Introduction

On May 13, 2002, the Dallas Oversight Division of the U.S. Office of Personnel Management received a classification appeal from [appellant]. Her position is currently classified as Electronic Duplicating System Operator, GS-303-05. She believes the position should be classified at the GS-07 grade level. We received the agency's administrative report on July 16, 2002. The appellant works in the Document Automation and Production Service (DAPS), [agency organization], Defense Logistics Agency, at [name] Army Depot in [city and state]. We have accepted and decided this appeal under section 5112 of title 5, United States Code.

We conducted a telephone audit and an on-site audit with the appellant. We also interviewed the appellant's immediate supervisor. In deciding this appeal, we fully considered the audit findings and all information of record provided by the appellant and her agency, including her current work assignment and position description (PD) of record. The appellant is assigned to a standard PD, number [number]. While the supervisor believes the PD accurately describes the appellant's position, the appellant believes the GS-07 standard PD better describes her duties and responsibilities. We found that the appellant's PD is accurate.

General issues

The appellant's organization, DAPS, has recently gone through the "most efficient organization" (MEO) process and a reduction-in-force (RIF). Management has created new organizational structures to correspond with the MEO designs. Management is now staffing the organization's units with the kinds and grade levels of jobs outlined in the MEO. In the appellant's unit, the MEO identified the following positions to exist: a GS-303-05 Electronic Duplicating System Operator, a GS-303-6 Electronic Duplicating System Technician, and a GS-303-07 Lead Electronic Duplicating System Technician.

The appellant and one of her co-workers went through the RIF process this past July and were placed in the unit's GS-303-05 position and the GS-303-06 position, respectively. Before the RIF, the appellant was in a GS-05 position and her co-worker was in a GS-06 position, doing the kind of work they do currently. The appellant and her co-worker have both filed appeals with our office. They claim that they each do the same kind of work as the other and have been doing so for the last several years. They believe that their work matches the work of a GS-303-07 Electronic Duplicating System Technician. A Lead GS-303-07 is also being brought on board to the appellant's unit.

In conducting our fact finding for this appeal, we found that the appellant and her co-worker are indeed doing the exact same work, even though they hold different grade levels. We did not find either's work to be higher than the GS-05 level.

Position information

The appellant works in the print shop at the [name] Army Depot. She and a GS-303-06 co-worker run the shop. The appellant's immediate supervisor is located in [another city] and serves as the Production Manager for the DAPS [city] organization. The [city] organization

encompasses DAPS units in Department of Defense facilities located in Kansas, Texas, Oklahoma, Missouri, and New Mexico.

The appellant is responsible for setting up, adjusting, operating, and maintaining electronic duplicating equipment and copiers, including the Delphax LE 300 electronic page printing system, the Microfiche Kodak imaging system, the Xerox 4635 electronic page printing system, a Xerox 5090 analog copier, a Xerox Docucolor 12 color copier, and IBM 6262 printers. On this equipment, the appellant produces jobs such as leave and earning statement reports; payroll and financial reports; listings; forms; and weekly, monthly, quarterly, and end-of-year reports. She also produces duplicating jobs (i.e., copies of documents), such as telephone directories, newsletters, visitor pass booklets, manuals, vehicle passes, visitor badges, and flyers.

The appellant enters data into the DAPS information management system. This includes data about customers and their requests, delivery dates, and the material units and work processes required to produce the jobs. The appellant uses the automated billing system to bill customers for the services rendered. She provides job estimates to customers and answers their various questions. She conducts monthly inventories to document the materials on hand, routinely orders materials and supplies, and unloads materials and supplies from trucks.

The appellant's customers are located on the depot, and include the payroll office, the accounting office, the non-appropriated fund activity, and the ammunition function. Customers enter their on-line requests and jobs into a mainframe system, which is housed in St. Louis. The on-line jobs are routed through St. Louis to the appellant's electronic duplicating systems' computers for action. Customers with duplicating requests (i.e., they want 200 copies of a manual) come to the print shop to submit their requests.

In the near future, the appellant and her supervisor expect to receive in the print shop new Xerox 6115 equipment to be used for on-line jobs and regular duplicating (copy) jobs. The features of this digital equipment will allow for documents to be scanned and data/images to be manipulated and stored. The print jobs on this equipment will be of a high quality and produced very quickly. Once the equipment is delivered to the appellant's shop, she will be trained to use it. At this point, it is not possible to know with certainty the kinds of customer-requested jobs the appellant will produce on the new equipment. Although the equipment can be used for more complicated jobs than currently produced, there is no guarantee that the appellant's customers will request this kind of service. Therefore, we cannot consider in this appeal decision the *possibility* of more complicated work in the future.

Series and title determination

The appellant's agency has classified her position in the GS-303 Miscellaneous Clerk and Assistant Series. This series includes positions the duties of which are to perform clerical, assistant, or technician work for which no other series is appropriate. The work requires a knowledge of the procedures and techniques involved in carrying out the work of an organization and involves application of procedures and practices within the framework of established guidelines.

Some of the appellant's work is covered by the GS-350 Equipment Operator Series. Specifically, her work in setting up, adjusting, operating, and maintaining electronic duplicating equipment and copiers is covered by the GS-350 series. This series covers positions the duties of which are to operate duplicating and copier equipment, microfilm equipment, peripheral equipment, and mail processing equipment. The work requires knowledge of the operating characteristics of the equipment and controls, the skill and knowledge to set up and adjust the equipment and controls to produce acceptable products and services on a timely basis, and the skill to perform normal operator maintenance.

The appellant also performs duties other than those directly related to producing jobs on copiers and electronic duplicating systems. These include entering data to the information management system, billing customers, ordering supplies and materials, inventorying supplies, and providing information and estimates to customers. The GS-303 series best represents the position's purpose of carrying out the overall work of the unit, which includes producing print products and taking care of other business transactions and processes.

The GS-303 series does not specify a title for covered positions. The agency may establish its own title for this position, in accordance with guidance in the *Introduction to the Position Classification Standards*.

Standard determination

In determining the grade of the appellant's position, we have used the GS-350 standard to evaluate the electronic duplicating equipment work and the Grade Level Guide for Clerical and Assistance Work to evaluate the other miscellaneous clerical work.

Grade determination

Evaluation using the GS-350 Equipment Operator standard

This standard uses the Factor Evaluation System (FES), which employs nine factors. Under FES, each factor level describes the minimum characteristics needed to receive credit for the described level. Therefore, if a position fails to meet the criteria in a factor level description in any significant aspect, it must be credited at a lower level. Conversely, the position may exceed those criteria in some aspects and still not be credited at a higher level. Our evaluation with respect to the GS-350 standard follows.

Factor 1, Knowledge required by the position

At level 1-3, the highest level described in the GS-350 standard, the work requires a thorough knowledge of equipment set up, adjustment, operating procedures, and a corresponding level of skill to set up, operate, and adjust the equipment. At this level, the employee has the skill and knowledge to diagnose, solve, and correct operating problems affecting the quality and timeliness of the service or product.

At level 1-4, as described in the Primary Standard, work requires knowledge of an extensive body of rules, procedures, or operations that require extended training and experience to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide range of problems.

The appellant's level of knowledge is equivalent to level 1-3. She must have the knowledge to set up, operate, and adjust all of the equipment in the print shop. This includes the Delphax LE 300 electronic page printing system, the Microfiche Kodak imaging system, the Xerox 4635 electronic page printing system, a Xerox 5090 analog copier, a Xerox Docucolor 12 color copier, IBM 6262 printers, a hole punch machine, a staple machine, and a paper cutter. On-line job requests from customers are submitted via the mainframe system to the print shop. The appellant must have the knowledge to interpret job requests when they arrive on her computers. The computers are networked to the equipment and are used to control and manage on-line jobs. The appellant uses her knowledge of the system controls and commands to route jobs to certain equipment for printing and to schedule the action taken on jobs. She must have a knowledge of the various types of jobs to accurately set up the equipment and choose the correct format for printing. She uses her knowledge of the equipment, job formats, and customer expectations to make improvements to the product or solve duplicating problems. She must also use her knowledge and skill to prioritize and schedule numerous jobs, ensure the most efficient flow of work, and make full productive use of the equipment.

The knowledge required for the appellant's work does not meet level 1-4. The work does not require knowledge to perform a wide variety of nonstandard work or to resolve a wide range of problems. The appellant's work is of a more routine nature and thus does not require this level of knowledge.

Level 1-3 is credited for 350 points.

Factor 2, Supervisory controls

At level 2-2, the highest level described in the GS-350 standard, the supervisor provides continuing and individual assignments by indicating generally what is to be done and the quantity and quality required to complete the assignment. The supervisor provides additional instructions for new or unusual equipment set ups, operations, or adjustments. Equipment operating problems and unfamiliar situations not covered by instructions or guidelines are referred to the supervisor for assistance or a decision. Since most machine operations are well established, the employee typically works independently and uses some judgment in correcting machine adjustments to improve or maintain quality of machine service and adjusting for variations in the work. The work is reviewed for quality and compliance with guidelines by spot checks or selective sampling. In addition, the structure of the work provides a continuing form of review through successive machine operations and ultimately by the user of the service or product.

At level 2-3, as described in the Primary Standard, the supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles

problems and deviations in the work assignments in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

The supervisory controls over the appellant's position exceed level 2-2 and fully meet level 2-3. The appellant and her co-worker perform the work of the unit independently and handle most situations that arise. The supervisor is located in [another city] and is available by telephone to give advice or instruction on unusual problems or circumstances. The supervisor and the organization have established objectives and priorities that guide the work in the appellant's unit. The appellant and her co-worker determine the scheduling and priority of incoming jobs and work together to complete the unit's work on a timely basis. The appellant's overall work and service to customers is reviewed for appropriateness and conformance to the organization's policies and goals.

Level 2-3 is credited for 275 points.

Factor 3, Guidelines

At level 3-2, the highest level described in the GS-350 standard, specific guidelines for doing the work have been established and are available to the employee for reference purposes. There are a number of written guides that cover a wide variety of situations. The employee must use judgment in selecting and applying the appropriate methods to correct problems.

The guidelines covering the appellant's work meet and do not exceed level 3-2. The guides available to the appellant include equipment reference/operating manuals; previous samples of work products; established practices, procedures, and job priorities; and customer expectations and specifications. The guidelines are applicable to the work and cover most of the work and situations that arise. The appellant uses judgment in selecting the appropriate guide and applying the information in the correct manner.

Level 3-2 is credited for 125 points.

Factor 4, Complexity

At level 4-2, the highest level described in the GS-350 series, the work consists of operating one or more pieces of equipment to perform the duties of the position. The work requires the performance of several related duties and processes. The appropriate equipment set up and adjustments are determined by the employee after consideration of the nature of the product or service requested. There is generally a variety in the products or services produced and the necessary equipment set ups and adjustments are easily recognized.

The complexity of the appellant's position meets and does not exceed level 4-2. The appellant operates different kinds of electronic page printing systems, microfiche equipment, copiers, and printers. She uses computers and system commands to control jobs that are run on networked equipment. The majority of jobs produced are on-line and are routine and recurring, such as the

weekly reports, financial and payroll reports, and leave and earnings statements. The duplicating (copy) jobs are usually of a routine nature and include products such as copies of manuals, telephone directories, or pads of paper passes.

Level 4-2 is credited for 75 points.

Factor 5, Scope and effect

At level 5-1, the highest level described in the GS-350 standard, the purpose of the work is to provide equipment services and/or products to users on a timely basis. Performance affects the quality and timeliness of the service; however, the work does not affect the accuracy or reliability of the subject matter. The product or service facilitates the work of others.

The scope and effect of the appellant's work meet and do not exceed level 5-1. The purpose of the work is to produce quality jobs for customers on a timely basis. The work produced by the appellant facilitates the work of other offices on the depot. Others rely on the print jobs produced to help them carry out their work. For example, accountants use the financial reports printed by the appellant to fulfill their accounting responsibilities.

Level 5-1 is credited for 25 points.

Factor 6, Personal contacts

At level 6-2, the highest level described in the GS-350 standard, personal contacts are primarily with employees in the organizations serviced. Contacts are also with manufacturers' equipment repairers and sales personnel. Contacts are routine and normally occur in the employee's immediate work place.

The appellant's contacts meet and do not exceed level 6-2. She has routine contact with customers located in organizations on the depot. She also has contacts with equipment repair personnel.

Level 6-2 is credited for 25 points.

Factor 7, Purpose of contacts

At level 7-1, the highest level described in the GS-350 standard, personal contacts are for the purpose of exchanging, clarifying, or obtaining factual information relating to the work to be performed and the set up, operation, and adjustment of the equipment operated in the position.

The purpose of the appellant's contacts meets and does not exceed level 7-1. The appellant's contacts are to obtain and clarify information about customer requests, to answer customer questions, and to explain equipment problems to repair workers.

Level 7-1 is credited for 20 points.

Factor 8, Physical demands

At level 8-2, the highest level described in the GS-350 standard, the work requires some physical exertion such as extended periods of standing, frequent bending, reaching, stooping, or similar activities. On a recurring basis, the employee lifts a variety of moderately heavy materials and supplies.

The physical demands of the appellant's position meet and do not exceed level 8-2. In performing the work, the appellant stands and walks around the print shop for long periods of time. She also lifts and moves 50 to 55 pound boxes of paper.

Level 8-2 is credited for 20 points.

Factor 9, Work environment

At level 9-2, the highest level described in the GS-350 standard, the work involves moderate risks or discomforts such as a high level of noise, paper dust, ink, solvents, chemicals, and working around equipment in operation. Special safety precautions are required.

The appellant's work environment meets and does not exceed level 9-2. The appellant works around noise and operates equipment, such as the paper cutter and staple machine, that requires her to use safety precautions. The appellant must also use safety precautions when clearing paper jams inside equipment to avoid machine parts that are extremely hot.

Level 9-2 is credited for 20 points.

Summary

<i>Factor</i>	<i>Level</i>	<i>Points</i>
1. Knowledge required by the position	1-3	350
2. Supervisory controls	2-3	275
3. Guidelines	3-2	125
4. Complexity	4-2	75
5. Scope and effect	5-1	25
6. Personal contacts and	6-2	25
7. Purpose of contacts	7-1	20
8. Physical demands	8-2	20
9. Work environment	9-2	20
<i>Total</i>		935

The total points, 935, fits within the GS-05 range of 855 to 1100. The appellant's work with electronic duplicating equipment and copiers, therefore, is equivalent to the GS-05 grade level.

Evaluation using the Grade Level Guide for Clerical and Assistance Work

This Guide is written in a narrative format. The characteristics of the grade levels are explained in terms of two evaluation factors, the nature of assignment and the level of responsibility. This Guide is used to evaluate the work the appellant does in entering data to the information management system, billing customers, ordering supplies and materials, inventorying supplies, and providing information and estimates to customers.

Nature of assignment

At the GS-05 grade level, the work consists of standard and non-standard assignments involving different and unrelated processes or methods in varying sequence. The employee resolves a variety of nonrecurring problems. The work requires extensive knowledge of rules, operations, or business practices.

At the GS-06 grade level, an employee processes a wide variety of transactions subject to different sets of rules and regulations. The work requires the ability to interpret and apply regulatory and procedural requirements to process unusually difficult and complicated transactions.

The nature of the appellant's assignment meets and does not exceed the GS-05 level. The appellant uses her knowledge of operating procedures, rules, guidelines, and organizational practices to handle a range of assignments that involve different processes and methods. The range of assignments covers all of the work, other than the direct electronic duplicating work, done locally to operate the print shop. The appellant enters data into the automated information management system to document information about customers and their requests, the timeliness of the unit's work, and the material units and work processes used to produce requested jobs. She resolves discrepancies that show up in the system, such as when discrepancies appear about the material used and the inventory on hand of that material. She prepares monthly bills for each customer in the automated system, ensuring that all charges are valid. She answers customer questions about billing statements and resolves any problems concerning charges made to the customer's account. When customers ask for an estimate on a job, the appellant refers to pricing guides to develop the estimate. The appellant performs monthly inventories of materials and supplies and submits the information to management. The appellant routinely orders materials and supplies from the depot's supply center so that the unit's stock remains at suitable levels.

The nature of the appellant's assignment does not meet the GS-06 level. Her work does not involve the wide variety of unusually difficult and complicated transactions that are characteristic of this level.

Level of responsibility

At the GS-05 grade level, the supervisor assigns work by defining objectives, priorities, and deadlines. The employee follows accepted practices in resolving nonrecurring problems and meeting deadlines. Completed products are evaluated for effectiveness in meeting goals. Extensive guidelines in the form of instructions, manuals, and regulations are applied. Contacts

are with a variety of people within and outside the agency for the purpose of receiving or providing information or resolving operating problems.

At the GS-06 grade level, the supervisor reviews completed work for conformance with policy and requirements. The employee is recognized as an authority on processing transactions, often when there are no clear precedents, and on regulatory requirements for the transactions. Guidelines are numerous and often do not apply to the work or have conflicting information. Contacts are with employees within and outside the agency for the purpose of providing information, explaining regulations, or resolving problems.

The appellant's level of responsibility meets and does not exceed the GS-05 level. The appellant works independently within the objectives, priorities, and deadlines established by the organization and the supervisor. She carries out the work and resolves discrepancies and problems in accordance with instructions and organizational policies and practices. Her work is evaluated in terms of how effectively she meets the unit's goals. The appellant has contacts with customers from various tenant organizations and agencies at the [name] Army Depot. She works with customers to obtain and provide information and resolve problems that occur.

The level of responsibility does not meet the GS-06 level. The guidelines at this level do not apply very well to the work. This requires more interpretation and adaptation of the guides than is typical in the appellant's position. The appellant's supervisor, through performance appraisal elements, evaluates her work more closely than that described at the GS-06 level. The contacts at this level concern work processes of a more complex nature than that of the appellant's.

Summary

The work the appellant does in entering data to the information management system, billing customers, ordering supplies and materials, inventorying supplies, and providing information and estimates to customers is equivalent to the GS-05 grade level by comparison with both factors. The appellant's position is covered by the GS-303 Miscellaneous Clerk and Assistant Series. We evaluated the appellant's duties against the GS-350 Equipment Operator Series and the Grade Level Guide for Clerical and Assistance Work and determined the work is equivalent to the GS-05 grade level.

Decision

The position is properly classified as GS-303-05. The title of the position is at the discretion of the agency.