



United States
**Office of
Personnel Management**

Philadelphia Oversight Division
William J. Green, Jr. Federal Building
600 Arch Street
Philadelphia, Pennsylvania 19106-1596

In Reply Refer To:

Your Reference:

PH:OD:97-18

OPM decision number: C-0303-04-01, 10/13/97
[appellant]
[address]

Dear [appellant]:

This letter is our decision on the classification appeal you filed with our office, which we accepted under the authority contained in section 5112(b) of title 5, United States Code (U.S.C.).

This appellate decision constitutes a classification certificate under the authority of Section 5112(b) of title 5, United States Code. This certificate is mandatory and binding on administrative, certifying, payroll, disbursing, and accounting officials of the Government. It is the final administrative decision on the classification of this position, and is not subject to further appeal. It is subject to review only under the limited conditions and time limits specified in 5 Code of Federal Regulations (CFR) 511.605 and 511.613, and the Introduction to the Position Classification Standards Introduction (Introduction), Appendix 4. It must be implemented according to the requirements contained in 5 CFR 511.612.

Position Information:

Appellant : [appellant's name]

Current Classification : Clerk (Office Automation),
GS-303-4

Position Description No. : 1N17840

Requested Classification : Title change and higher grade
OPM Classification : (Title Optional) Clerk, GS-303-4
Organizational Information: U.S. Department of Treasury
Philadelphia Mint

Office of Production
[division]

Analysis and Decision

In considering your appeal, we carefully reviewed all of the information submitted by you; information obtained during an audit with you at our office on October 7, 1997, and an on-site interview with your supervisor, [supervisor's name], on October 8, 1997; and other pertinent position classification information provided by your employing activity at our request.

It is our decision that your position is classified properly as (Title Optional) Clerk, GS-303-4. We find that your position may not be parenthetically titled "Office Automation." Accordingly, your appeal is granted in part.

In your June 16, 1997 appeal letter, you state that you believe that there were duties that you perform which are not outlined in your position description (PD). Further, in your discussions during our desk audit, you stated that most of the duties and responsibilities outlined in your local standardized PD are not duties you perform, and that the addendum to the PD more accurately reflects what you do. Your supervisor confirmed your claim that your PD is inaccurate, and that the addendum reflects your duties and responsibilities. The question of the accuracy of your PD raises several issues that warrant clarification.

All positions subject to the Classification Law contained in title 5, U.S.C., must be classified in conformance with the published position classification standards (PCS's) issued by the U.S. Office of Personnel Management or, if there are no directly applicable PCS's, consistently with PCS's for related work. Therefore, other methods or factors of evaluation, such as comparison to other positions that may or may not be classified correctly, are not authorized for use in determining the classification of a position. The classification appeals process is a de novo review that includes a determination as to these duties and responsibilities. Thus, the classification review methodology and conclusions drawn by your activity previously have no bearing on our adjudication of your appeal.

A PD is the official record of the major duties and responsibilities assigned to a position by a responsible management official, i.e., a person with authority to assign work to a position. A **position** is the combined duties and responsibilities that make up the work performed by an employee. Title 5, U.S.C., section 5106 prescribes the use of these duties and responsibilities, and the qualifications required by these duties and responsibilities, as the basis for determining the classification of a position. The Introduction further provides that "As a rule, a position is classified on

the basis of the duties actually performed." Additionally, 5 CFR 511.607(a)(1), in discussing PD accuracy issues, provides that OPM will decide classification appeals based on the actual duties and responsibilities assigned by management **and** performed by the employee. The point here is that it is a real operating position that is classified, and not simply the PD. The duties classified must be assigned to the position and performed by its occupant.

Our factfinding revealed that the addendum to your PD dated May 15, 1997, entitled "Statement of Difference to Position Description PD 1N17840, Clerk (OA), GS-303-04, [division]," contains the major duties and responsibilities assigned by management and performed by you. The predominant duties of your position involve working with the Accounting, Bullion, and Mutilated Coin Sections to independently perform clerical duties in support of the work of the [division]. These duties include: using a typewriter and word processing software to complete a variety of form letters and documents concerning mutilated coins; handling telephone inquiries relating to processing payments to customers who have returned mutilated coins to the Mint; processing government bills of lading (GBL's) by selecting the appropriate shipper, insuring that the accompanying documents are accurate, and calculating costs to enable the expeditious shipment of dies to the three other Mints; recording all checks and notifying security officials and the Federal Reserve Bank (FRB) about the delivery of the checks; entering data into the Integrated Financial Management System (IFMS); returning underweight coins to customers; forwarding all paper currency received by the Mint to the Bureau of Printing and Engraving in Washington, DC.; and serving as timekeeper for the Division's secretary and back-up timekeeper for the Division.

Series and Title Determination

The series determination for a position normally is based on identifying the primary work of the position the highest level of work performed, and the paramount qualifications required to perform that work. The first step in this process is to determine whether the work is one-grade or two-grade interval. Two-grade interval administrative work entails the breadth and depth of analysis and judgment equivalent to that exercised in professional work, e.g., accounting, law, medicine. Single-grade interval work is considered clerical at the lower grade levels, and technical and assistance work at the higher grade levels. Technical and assistance work typically are supportive of professional or administrative work, but require less than full knowledge of the field involved, e.g., personnel assistants perform technical work in support of personnel specialists based on practical knowledge of personnel management theories, methods, principles and practices. This support work, however, does not require the depth and breadth of personnel management knowledge and skill or analysis equivalent to two-grade interval personnel

management work. Clerical work also is one-grade interval support work, but entails the application of a more restricted range of practical subject matter knowledge than technical and assistance work. Based on the grade level analysis that follows, we find that you perform a variety of clerical single-grade interval work.

The position classification process requires that the full intent of PCS's be discerned and applied to classify a position properly. Care must be exercised to assure that portions of published PCS's are not taken out of context. The Miscellaneous Clerk and Assistant Series, GS-303 covers clerical work classified in a one-grade interval pattern and involves specialized work for which no appropriate occupational series has been established. It includes work requiring 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. It encompasses work that requires a knowledge of the clerical requirements and processes involved in maintaining the functional programs of the unit. The series specifically excludes positions that perform work that requires knowledge of specialized processes or subject matter for which a specific series exists. It also includes positions mixed in their qualifications or for new and unusual positions that cannot be assigned to an established series.

In your appeal rationale, you did not disagree with the allocation of your position to the GS-303 series. We find there is no established series for the clerical work you do within the [division], i.e., the application of clerical procedures in support of the Division mission. The work meets the definition of clerical work described above, and is appropriately classified to the GS-303 series. Because the GS-303 series does not have published grade-level standards, the Grade Level Guide for Clerical and Assistance Work (Guide) is applied to evaluate the grade level of the program functions of your position.

When positions require significant knowledge of office automation systems and a **fully qualified typist** to perform word processing duties, the parenthetical title *Office Automation* is added to the title of the position when such office automation work is single-grade interval in nature. Evaluation of the use of these automated systems is accomplished through the application of the Office Automation Grade Evaluation Guide (OAGEG). It may be used in combination with other PCS's or guides to evaluate the positions classified in other series when office automation duties, which include word processing, are assigned to those positions.

You use both a typewriter and computer software to accomplish your work. This requires typing skill and a knowledge of word processing and other software packages. While your work requires keyboarding skills, it does not require the services of a fully qualified typist, i.e., competitive keyboard skills, as stated by you

and confirmed by your supervisor. To use the parenthetical title *Office Automation*, a position must require both a fully qualified typist to perform word processing duties and a significant knowledge of office automation systems. Thus, we find that the parenthetical title *Office Automation*, assigned to your position by your employing activity is not appropriate.

The GS-303 PCS contains no specific titles for positions in the series, directing that titles be constructed according to the guidance contained in the Introduction. Based on the grade level analysis that follows, we find that your activity may construct a title reflecting the clerical nature of the work of your position. Accordingly, your position is allocated properly as (Title Optional) Clerk, GS-303.

Grade Level Analysis

In your appeal, you dispute the grade-level analysis of your position, in that you believe that you perform a “wide combination of transactions for more than one type of assignment,” which should be classified at the GS-5 or 6 level. You believe that your “position requires a broad working knowledge of a special and complex subject matter, procedure and practice and. . . [that you] exercise independent judgement.” Further, you state that “the work requires extensive knowledge of an organization’s rules, procedures, operations, or business practices performing the more complex, interrelated, or one-of-a-kind clerical processing procedures.”

As previously mentioned, your position is properly evaluated by applying the criteria in the Guide to your duties and responsibilities, and using the OAGEG to evaluate the level required to use the automated systems required to perform your work. We have used the Guide to evaluate the duties addressed in your appeal rationale under the OAGEG, e.g., exchanging information on problems and discrepancies, including changes to account numbers. These functions are integral to the content of your substantive clerical work, and do not entail changes to office automation procedures, e.g., revising or creating macros, covered by the OAGEG. Our analysis of your position follows.

Grade Level Guide for Clerical and Assistance Work (Guide)

The Guide describes the general characteristics of each grade level in a three part format: (1) the definition of the grade level spelled out in the law (5 U.S.C. 5104); (2) a description of the grade level concept as to two evaluation factors, Nature of Assignment and Level of Responsibility; and, (3) general work examples to illustrate each grade level. The Guide indicates that the appropriate grade of a position must be determined by applying the total criteria and assigning the highest level most closely matching the work being evaluated. Weaknesses and strengths must be

considered in matching the work of the position to the grade level criteria. Our evaluation of your work by application of these criteria follows.

Nature of Assignment

This evaluation factor includes the knowledge required to perform the work and the complexity of the work.

At the GS-4 level, work consists of performing a full range of standard clerical assignments and resolving recurring problems. It consists of related steps, processes, or methods that require the employee to identify and recognize differences among a variety of recurring situations. Actions to be taken or response to be made differ in nature and sequence because of differences in the particular characteristics of each case or transaction. In addition to knowledge of how to carry out procedures, the work requires some subject-matter knowledge of an organization's programs and operations, or of a body of standardized rules, processes, or operations. These knowledges are needed to determine what is being done, why the action is being taken, and how it must be accomplished.

Illustrative of such work is a Security Clerk who performs a variety of record keeping, reporting, and informational duties in support of the organization's security program. The clerk compiles, maintains, and updates data, lists and reports of computer passwords, security violations, and employees and visitors authorized access to the building and/or its computer system. The work requires applying a knowledge of the organization's security procedures, processes, and rules governing building access, reports of physical security violations, personnel clearances and identification, and computer access authorizations.

Your work in support of the Mutilated Coin, Accounting, and Bullion Sections fully meets the GS-4 level. Your work requires you to recognize differences among a variety of recurring situations and select the related steps, processes, or methods that are appropriate to the task at hand. Accuracy and timeliness in accomplishing that work are of great importance. For instance, you enter a daily transcript of settlements information to begin funds obligation, verify and reconcile the input data, and upload the data to the ECS system. In processing die shipments to the various Mints, you select the appropriate carrier, calculate rates, verify documents for accurate data, prepare the GBL, work with the carrier to estimate arrival time, and trace the shipment if there is a delay.

By contrast, at the GS-5 grade level, work consists of performing a full range of standard and nonstandard clerical assignments and resolving a variety of nonrecurring problems. The work includes a variety of assignments involving

different and unrelated steps, processes or methods for which the employee must identify and understand the issues involved in each assignment and determine what steps and procedures are necessary and the order to be performed. The work requires an extensive knowledge of an organization's rules, procedures, or business practices to perform the more complex, interrelated, or one-of-a-kind clerical processing procedures.

Illustrative of such work is specialized clerical assistance in support of one functional area; i.e., customs inspection. The position supports several Customs Inspectors by: (1) controlling inbound manifests for air and sea cargo, and in-bound storage by posting a variety of entry permits and other clearance documents against corresponding bills of lading; (2) examining documents for completeness, discrepancies, sampling requirements, prohibited cargo, and other special requirements and identifies entries that may involve fraud, smuggling, etc., based on available intelligence data; (3) and, authorizing lay order extensions, obtaining general order control numbers, resolving manifest and entry discrepancies. The work includes general office support duties including preparing official and office workload reports for the inspection facility; maintaining office files; inventorying nonexpendable equipment; preparing supply requisitions; and accepting cash, and preparing daily cash transmittals. The work requires: (1) applying a knowledge of pertinent sections of the Tariff Act, the Inspectors Manual, and other guides and a substantial knowledge of the functions of other divisions and branches within the Customs district to accomplish the procedural and processing functions necessary to import cargo; and, (2) applying a knowledge of data in the Treasury Enforcement Computer System (TECS) and reasoned judgment to discern entries requiring further analysis by inspectors because of possible fraud, controlled substances, and prohibited cargo.

The functions assigned to your position do not require application of the depth and breadth of knowledge or involve assignments entailing problems and issues of the complexity supportive of the GS-5 grade level. Your work does not require considerable training and other experience, nor does it involve a variety of nonrecurring problems. For example, you are expected to verify records and process them by selecting and using the appropriate method, and work with customers to resolve problems such as missing checks. These are recurring situations for which you must follow related steps and processes to identify and resolve discrepancies that may differ in nature and sequence because of the differences in the particular characteristics of each transaction. Accordingly, the nature of your assignment is evaluated properly at the GS-4 level.

Level of Responsibility

At the GS-4 level, the supervisor provides little assistance with recurring assignments. The employee uses initiative to complete work according to accepted practices. Unusual situations may require the assistance of the supervisor or a higher level employee, and the completed work may be reviewed more closely. Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations require the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures. The employee makes minor deviations to adapt the guidelines in specific cases. The employee has contact with co-workers and those outside the organization to exchange information, and in some cases to resolve problems in connection with the immediate assignment.

Within the parameters of your recurring assignments, you operate with virtually no supervision, since you prepare and send out form letters with no review, and deal directly with customers and contacts in other parts of the Mint on your own initiative. You know what your deadlines are, and perform your work accordingly to meet those critical deadlines. You deal directly with Accounting, Mutilated Coins, and Bullion to resolve discrepancies, going to your supervisor only if you cannot resolve an issue or locate a missing check. You have written guidelines in the form of a manual for the ECS system and GSA's Guide for GBL's. Other procedures in the office involve standard steps and procedures for which there is clear precedent, although there are no written guidelines. Your continuing responsibility for applying well established guidelines to accomplish your continuing work assignments meets the GS-4 level.

In contrast, at the GS-5 grade level, work is assigned as to objectives, priorities and deadlines, and guidance is provided on assignments that do not have clear precedents. The employee works according to accepted practices and completed work is evaluated for technical soundness, appropriateness, and effectiveness in meeting goals. Extensive guides in the form of instructions, manuals, regulations and precedents apply to the work. Because of the number and similarity of guidelines, the employee must use judgment in locating and selecting the most appropriate guidelines for application and adapt them according to the circumstance of the specific case or transaction. Procedural problems may arise that also require interpretation and adaptation of established guides. Often the employee must determine which of several alternative guidelines to use and, if existing guidelines cannot be applied, the employee refers the matter to the supervisor. Contacts with a variety of people within and outside the agency are for receiving or providing information relating to the work or for the purpose of resolving operating problems in connection with recurring responsibilities.

Illustrative of such work is specialized clerical assistance in support of one functional area; i.e., customs inspection. The position supports several Customs Inspectors as discussed above, receiving work as to objectives, priorities and deadlines. Work is carried out independently according to the specific requirements of each case. Inspectors are kept informed of unusual situations and help with unusual problems. Completed work is evaluated for appropriateness and effectiveness. Guidelines covering processing procedures are specific, but guidelines such as the Tariff Act and the TECS system requirement judgment to select and use effectively. Judgment is exercised in discovering problems for referral to the Inspectors, in authorizing lay order extensions and in answering substantive questions from importers. Contacts are with co-workers and the importing public, and are to exchange information and resolve problems in meeting the importing requirements of the Tariff Act.

Your work does not involve applying extensive guidelines as discussed previously. The guidelines you use do not require adaption routinely to deal with special cases and transactions found at the GS-5 level. Rather, your work is clearly covered by established guidelines and practices as is typical of the GS-4 level. In performing your assignments, you function with the level of responsibility typical of the GS-4 grade level; i.e., independently carrying out assignments of a continuing nature, such as preparing letters, documents, and checks, and working with customers to resolve problems. Accordingly, we find this factor is evaluated properly at the GS-4 level.

In summary, since both factors are credited properly at the GS-4 level, we find that your work covered by the Guide is evaluated properly at the GS-4 level.

Office Automation Grade Evaluation Guide (OAGEG)

The clerical work you perform is evaluated properly by application of the Grade Level Guide for Clerical and Assistance Work as discussed above. Earlier in this decision we discussed the inappropriateness of parenthetically titling your position *Office Automation* because the work does not require the services of a fully qualified typist or significant knowledge of office automation systems.

However, we cross-referenced the OAGEG in our analysis to evaluate the grade level worth of the office automation work you perform; i.e., duties that entail using office automation equipment but do not entail the application of competitive level keyboard skills. The OAGEG is written in Factor Evaluation System (FES) format. Under the FES, positions are placed in grades based on the duties, responsibilities and qualifications required as evaluated in terms of nine factors. Each factor is assigned a point value based on a comparison of the position's duties and responsibilities with the factor level descriptions and/or benchmarks in the PCS. The

factor level descriptions assign point values that mark the lower end of the ranges for the indicated factor levels. For a position to warrant a given point value, it must be **fully** equivalent to the overall intent of the factor level description. If the position fails in any significant aspect to satisfy a particular factor level description in the PCS, the point value for the next lower level **must** be assigned unless the deficiency is balanced by an equally important aspect that meets a higher level. The total points assigned are converted to a grade level by use of the Grade Conversion Table in the PCS.

Factor 1 - Knowledge Required by the Position

In the OAGEG, this factor is defined to include not only the presence and availability of hardware and software, but also the actual demands placed on the worker. To evaluate this factor, we look beyond the tasks performed to what the worker must know to identify those tasks and the specific steps for accomplishing them as directed in the OAGEG.

At Level 1-2 in the Guide, office automation work involves a few related steps covered by specific instructions. Typically, positions at this level require skill in operating an electronic typewriter, word processor, microcomputer, or computer terminal, using a standard typewriter style keyboard with additional function keys, to produce work accurately and efficiently. Also skill in operating related equipment, such as printers and modems, is required. Knowledge of office software at this level is sufficient to create; copy; edit, e.g., make insertions or deletions or move material from one place to another; store; retrieve; and print a variety of standardized documents using prerecorded formats, form letters, standard paragraphs, and mailing lists.

In contrast, Level 1-3 in the Guide covers work that requires the clerk to apply knowledge of varied and advanced functions of one type of software, and varied functions of more than one type of software. At this level, office automation work involves producing a wide range of documents that often require complex formats, such as: producing correspondence using varied and advanced functions of one software type, or applying knowledge of software functions to produce a wide range of documents that often require complex formats, such as graphics or tables within text, to edit and reformat electronic drafts, and to update or revise existing data bases or spreadsheets.

Your position requires the technical knowledge necessary to operate personal computers and related equipment to record and print out information. You enter vendor and cost data into your PC using a word perfect chart that you developed, and print out those charts on a weekly basis. This reflects applying the limited

software functions found at Level 1-2. Your work does not involve the range of complicated formats, or application of varied and advanced functions described at Level 1-3, e.g., importing graphs and tables into reports or other more complex and advance software functions envisioned at Level 1-3. Accordingly, this factor is credited properly at Level 1-2 (200 points).

Factor 2 - Supervisory Controls

This factor considers the degree of independence from supervision and the level of control exercised over the incumbent in performing office automation tasks.

At Level 2-2 (125 points) the supervisor provides general instructions for standard, preestablished, or continuing office automation tasks, e.g., priorities, deadlines, or quantity. When the work is unusual or difficult, more specific instructions are provided regarding desired format, electronic storage requirements, maintenance requirements, hardware/software selection, etc. The employee works independently in carrying out familiar assignments, e.g., using standard procedures for creating documents or retrieving data, and established use of software packages, and seeks guidance when new or unusual assignments call for deviations from established procedures or otherwise require special instructions. Work is usually spot checked for compliance with procedures or instructions, technical accuracy, and appearance and when work is unusual, for adherence to special instructions.

In contrast, at Level 2-3 the employee works independently to plan and carry out steps for completing assignments according to established office instructions and practices for office automation. When current practices or deviations in an assignment cause problems, the incumbent uses own initiative to resolve them and coordinates efforts with other employees involved in or affected by the nonstandard procedures. The methods used to produce work are normally not reviewed.

Although you work with the independence and freedom from review typical of Level 2-3, your office automation functions are covered by detailed instructions or are not of the complexity envisioned at Level 2-3. Entering data into the various programs you use, and extracting a report from the data base do not entail the depth of decision making required at Level 2-3. You are not required to choose among a variety of procedures to create documents or extract data. Therefore, because your position does not meet Level 2-3 fully, it must be credited at Level 2-2 (125 points).

Factor 3 - Guidelines

In the OAGEG, this factor encompasses such things as what type of manuals, tutorials, HELP functions, etc., that are available to the employee; and the level of

difficulty that is encountered in the use of these guidelines. The OAGEG takes into account that:

very specific and extensive guidelines for products may raise rather than lower the difficulty and responsibility of a position. When such guidelines are extensive and frequent reference to them would substantially reduce productivity, they increase the requirements for knowledge and judgment.

At Level 3-2, guidelines include both detailed step-by-step instructions for specific office automation tasks, and more general procedural guidelines, in the form of manufacturers' manuals and tutorials for users, agency correspondence procedures, style manuals, and technical dictionaries. Employees must select and apply detailed instructions for each office automation task or function, and must search more general guidelines for tasks not covered by specific guidelines to determine the specific steps to apply. Judgment is required because of the number and similarity of guidelines or availability of alternative procedures to perform a task, e.g., choosing an editing procedure depending on the nature and extent of the changes required. Situations in which guidelines cannot be applied are referred to the supervisor or an automation specialist. Typical of this work is processing documents involving many different styles of headings and arrangements of materials within the text.

In contrast, Level 3-3, general procedural guidelines typical of Level 3-2 are available, but the guides normally include user's manuals for several different software packages of different types. Much of the work requires adaptation of available guides, such as user's manuals, to meet requirements for new tasks or to solve processing problems. Employees also exercise initiative and judgment in deviating from existing instructions or practices to resolve operating problems or to develop more efficient processing procedures. Frequently the methods developed become guidelines for other employees in the unit. Problems that cannot be resolved by adapting existing guidelines are referred to an automation specialist. Illustrative of such work is creating new macros to simplify formatting of reports and, modifying procedures for importing data from graphics packages to word processing documents, and selecting the most appropriate software for automating office work based on the nature of the work and the characteristics of available software types.

Your office automation work is typical of Level 3-2, where work is accomplished using guides that include both detailed step-by-step instructions and more general procedural guidelines in the form of manufacturer's manuals and tutorials for users. Although you do not deal with the complex document headings and arranging of materials typical of Level 3-2, we find that you work with multiple software packages, i.e., your daily use of word perfect and the ECS and IFMS programs, minimally meets

Level 3-2. Your work does not require the adaptation of available guides to perform new tasks or to solve processing problems that is characteristic of Level 3-3. Consequently, your position is properly evaluated at Level 3-2 (125 points).

Factor 4 - Complexity

This factor measures the variety of textual documents in terms of the intricacy of the formats and the amount of adjustments that the employee must make and the variety of office automation equipment and software in terms of the assortment and complexity of the functions performed and the extent to which the employee makes choices as to how to use each.

At Level 4-2 the documents, formats, and specific processing functions involved require a varying number and sequence of steps and use of different functions from one assignment to another. These steps and procedures differ in terms of the type of software used, the type of document to be produced or edited, and the existence of prerecorded formats. In addition, employees at this level are expected to recognize discrepancies and correct or question originators.

At Level 4-3, the work involves using several types of software packages for different office needs such as: using word processing and graphics software to prepare reports and briefing documents, using spreadsheet software to maintain the unit's fiscal records, and using project management software to track the status of a number of projects assigned to the unit. In deciding how to proceed, the employee considers many factors that are varied and that are not always clearly established.

Your position meets Level 4-2. You are required to use a variety of software packages (Wordperfect, PC TARE system, ECS, IFMS) to produce letters, forms, reports, and other pertinent documents, and to input data in the time and attendance system. You are required to search the records to locate missing checks and track-down missing die shipments and correcting standard data entry problems, e.g., time and attendance records. Your position falls short of Level 4-3 because your work does not require the use of the multifaceted aspects of the more complicated software applications used or in deciding which type of software package is best used to support a specific function found at Level 4-3. Accordingly, this factor is credited at Level 4-2 (75 points).

Factor 5 - Scope and Effect

This factor measures the purpose of work and the impact of work products both within and outside the organization. This factor only takes into account properly performed work. Only the effect of properly performed work may be considered.

At Level 5-1, the purpose of the work is to perform specific, recurring tasks required to maintain electronic records (e.g., spreadsheets and data bases) and/or to produce various items (e.g., correspondence, memoranda, reports or forms). Production usually includes steps such as selecting and adhering to proper format; determining the spacing and arranging of material; making entries to and retrieving data from electronic records; and, checking references, distribution requirements, grammar, punctuation and spelling. The work performed facilitates the work of the originators of the documents or the users of the data maintained.

The purpose of your work is to perform a variety of clerical and typing duties in support of the operation of the [division]. Your work facilitates the work of the Accounting, Bullion, and Mutilated Coin Sections as well as the originators of some of the documents you process. It does not meet Level 5-2 where the purpose of the work is to collect, select, organize, and provide information in oral or written form and affects the way in which other employees document, store, receive, or transmit information. Since performing work correctly is assumed in the position classification process, your rationale regarding the impact of errors is not germane to the position classification process. Consequently, your position is credited at Level 5-1 (25 points).

Factor 6 - Personal Contacts and Factor 7 - Purpose of Contacts

Factor 6 measures the type of people that you are in contact within your position and Factor 7 measures the reason for the contacts that you have in Factor 6. In the OAGEG, these two factors are combined into a chart where Factor 6 is determined to be either Level 1 or Level 2 and where Factor 7 is determined to be either Level A or Level B. The point value credited is found where the selected levels intersect on the chart.

The appeal record reflects that office automation contacts are primarily with other offices (Accounting, Mutilated Coins, and Bullion) and with the customers and vendors, since they are points-of-contact and/or document originators. Some of your contacts are with the carriers involved in shipping dies. The primary purpose of these contacts are to exchange information about the assignment as to incorrect data or missing documents.

These types of contacts are equivalent to the types of contacts described at Level 1 that states that contacts are with "employees within the immediate work unit or related support units such as points-of-contact and document originators." Your work does not meet the intent of Level 2 because you do not deal with "employees at various levels throughout the agency who are involved in or affected by **integrating or changing** automated office procedures."

Level A contacts for office automation purposes are to exchange information about the assignment or methods to be used to complete the assignment. For example, contacts are to clarify terminology, determine priorities of projects, discuss additions or revisions, or discuss equipment capabilities. The purpose of your contacts fully meets the intent of Level A. The purpose of your contacts do not meet Level B because these contacts do not entail planning, coordinating, and integrating work processes or work methods for office automation between and among related work units. Your office automation function does not extend to other work units. Consequently, your position is evaluated properly at Level 1-A (30 points).

Factor 8 - Physical Demands

This factor measures the type of physical demands placed upon the employee while performing work. Your position does not require unusual physical demands. This meets the only level description in the OAGEG which is Level 8-1 which states that "the work is sedentary and requires no special physical demands." Consequently, your position is evaluated properly at Level 8-1 (5 points).

Factor 9 - Work Environment

This factor takes into account the work area in which the employee works and any risk that may be incurred while performing the work. Your work "is performed primarily in an office setting and involves minimal risks and observance of safety precautions typical of office settings." This description meets the intent of the only factor level description in the OAGEG, Level 9-1, which states that "the work involves minimal risks and observance of safety precautions typical of office settings." Consequently, your position is evaluated properly at Level 9-1 (5 points).

Summary of OAGEG

In summary, we have credited your position as follows:

<u>Factor</u>	<u>Level</u>	<u>Points</u>
1	1-2	200
2	2-2	125
3	3-2	125
4	4-2	75
5	5-1	25
6&7	1-A	30
8	8-1	5
9	9-1	<u>5</u>
		590 Total Points

The total of 590 points falls within the GS-3 grade level point range of 455-650 points on the Grade Conversion Table in the OAGEG.

Summary

In summary, we find that your clerical duties are evaluated properly at the GS-4 grade level, and occupy a sufficient portion of your work time to be considered grade controlling. Based on the above analysis, it is our decision that the proper classification of your position is (Title Optional) Clerk, GS-303-4.

This decision constitutes a classification certificate under the authority of section 5112(b) of title 5, USC. This certificate is mandatory and binding on all administrative, certifying, payroll, disbursing and accounting officials of the Government. In accordance with 5 CFR 511.702, it must be implemented no later than the beginning of the sixth pay period following the date of this decision. Your servicing personnel office must submit a compliance report containing copies of the action taken with respect to the appellant, e.g., SF 50. The compliance report must be submitted to this office no later than 30 days following the effective date of the SF 50. You may contact your servicing personnel office for information about the implementation of this decision.

By copy of this decision, we are also directing your servicing personnel office to correct your PD to reflect the actual duties and responsibilities assigned to your position as determined in this decision. Documentation of this must be submitted as part of the compliance report directed above.

Please be assured that this decision is not intended to reflect on your ability, qualifications, or the quality of your performance. Rather, it reflects our evaluation of your position based on a comparison of your duties and responsibilities with the appropriate standards.

Sincerely,

/S/ 10/13/97

Robert D. Hendler
Classification Appeals Officer

cc:

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