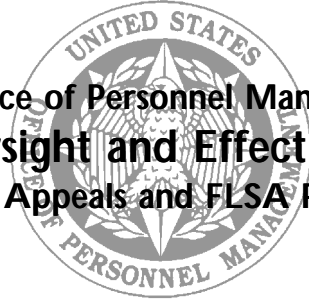


U.S. Office of Personnel Management
Office of Merit Systems Oversight and Effectiveness
Classification Appeals and FLSA Programs



Dallas Oversight Division
1100 Commerce Street, Room 4C22
Dallas, TX 75242

Classification Appeal Decision
Under Section 5112 of Title 5, United States Code

Appellant: [appellant's name]

Agency classification: Supply Technician
GS-2005-6

Organization: Resource Management Flight
[a specific] Services Squadron
Department of the Air Force
[location]

OPM decision: Supply Technician
GS-2005-6

OPM decision number: C-2005-06-03

/s/ Bonnie J. Brandon
Bonnie J. Brandon
Classification Appeals Officer

8/6/99
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]

[servicing personnel office]

Director, Civilian Personnel Operations
U.S. Department of the Air Force
AFPC/DPC
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Randolph Air Force Base, TX 78150-4759

Director of Civilian Personnel
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Chief, Classification Branch
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Introduction

The Dallas Oversight Division of the U.S. Office of Personnel Management (OPM) received a classification appeal from [the appellant] on April 26, 1999. [The appellant] is a Supply Technician, GS-2005-6, assigned to the Resource Management Flight, [a specific] Services Squadron, Department of the Air Force, [location]. [The appellant] believes that her position should be classified as Supply Technician/Vehicle Control Officer, GS-2005/2102-9. We have accepted and decided the appeal under section 5112 of title 5, United States Code.

The appellant's position was previously evaluated by the Department of Defense Civilian Personnel Management Service (CPMS). On April 15, 1999, CPMS issued a decision which found that the appellant's position was properly classified as Supply Technician, GS-2005-6. The appellant does not dispute that evaluation of her duties but, rather, the manner in which the final grade and title of the position were determined. In reaching our classification decision, we have carefully reviewed all information furnished by the appellant and her agency, including the official position description [PD number]. Both the appellant and her supervisor agree that the official position description is accurate.

Position Information

The primary purpose of this position is to control and monitor all supply accounts for the Services Squadron. This involves control and maintenance of manual and automated documents; review, investigation, and validation of inventory data for expendable and nonexpendable property; and review of proposed purchases to assure such purchases are covered in tables of allowances and fiscal year purchasing plans. The position is also responsible for performing vehicle control duties within the Services Squadron. The position description and other material of record furnish more information about the duties and responsibilities.

Series, title, and standard determination

The duties and responsibilities assigned to most positions are covered by one occupational series, and the series determination is clear. For these positions, the series represents the primary work of the position, the highest level of work performed, and the paramount qualifications required.

Some positions, however, are a mix of duties and responsibilities covered by two or more occupational series and evaluated by more than one standard or guide. For positions whose duties fall in more than one occupational group, the most appropriate series for the position depends on consideration of a number of factors. For many of these positions the grade controlling duties will determine the series. Sometimes, however, the highest level of work performed does not represent the most appropriate series, and the series can be determined only after considering the paramount qualifications required, sources of recruitment, line of progression, reason for establishing the position, and background knowledge required. While the evaluation of the position may utilize position classification standards for more than one occupational series, *the final classification of the position may be assigned to only one series.*

The classification standard for the Supply Clerical and Technician Series, GS-2005, includes positions involved in supervising or performing clerical or technical supply support work necessary to ensure the effective operation of ongoing supply activities. It requires knowledge of supply operations and program requirements and the ability to apply established supply policies, day-to-day servicing techniques, regulations, or procedures.

The classification standard for the Transportation Clerk and Assistant Series, GS-2102, includes positions that involve supervising or performing work to arrange transportation for or perform other actions in connection with the movement of freight, passengers, or personal property by Government or commercial means. The work requires a practical knowledge of the regulations and methods governing traffic management or transportation programs.

The appellant clearly performs work that encompasses both of these series. Several factors must be considered in determining the most appropriate series for the appellant's position. The primary purpose for the appellant's position is to control and monitor all supply accounts for the Services Squadron. The paramount knowledge required in the appellant's position is a thorough knowledge of governing supply regulations, procedures, and instructions applicable to the maintenance of supply and equipment accounts. The appellant's position is located within the Logistics element of the Resource Management Flight in the Services Squadron. The occupational area that would provide the best qualified applicants to do the work is the supply field. Therefore, the appellant's position is properly assigned to the GS-2005, Supply Clerical and Technician Series. The standard for this series specifies Supply Clerk as the title for all positions GS-1 through GS-4 and Supply Technician as the title for all positions GS-5 and above. Based on the following grade evaluation, the appropriate title for the appellant's position is Supply Technician.

Grade determination

When two or more distinctly different kinds or levels of work are in one position, as in a mixed series and/or mixed grade position, the work must be evaluated separately to determine the proper grade. Some positions involve performing different kinds and levels of work which, when separately evaluated in terms of duties, responsibilities, and qualifications required, are at different grade levels. While each kind of work is evaluated, *the proper grade of such a position is not determined by a combination of these separate evaluations but by evaluation of the regularly assigned work which is paramount in the position.* In most instances the highest level work assigned to and performed by the employee for the majority of time is grade-determining.

The appellant's supply duties are evaluated using the classification standard for the Supply Clerical and Technician Series and the vehicle control duties are evaluated using the Transportation Clerk and Assistant Series. Both standards utilize the Factor Evaluation System (FES) which employs nine factors for evaluating the position. Under the FES, each factor level description in a standard 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.

FES standards designate points for each factor level. The total points assigned for the nine factors determine the final grade of the position by referencing the grade conversion table in the applicable standard. In a mixed series position, the final grade of the position is determined by reference to the grade conversion table for the series which represents the grade controlling duties. *The final grade is not determined by combining the total of the assigned factor level points for each of the various standards used in evaluating the position.*

Evaluation using the supply clerical and technician standard

Factor 1, Knowledge required by the position

This factor measures the nature and extent of information or facts which the worker must understand to do acceptable work 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 applied.

The work at Level 1-3 requires knowledge of standardized supply regulations, policies, procedures, or other instructions relating to the specific functions assigned. Most positions require familiarity with one or more automated supply data bases to enter, correct, and retrieve recurring reports and to structure and retrieve specialized reports. Employees use a sound working knowledge of the structure of the local supply organization and the organizations serviced. Employees use this knowledge and ability to perform a range of standard clerical assignments and to resolve recurring problems.

Level 1-4 requires a thorough knowledge of governing supply regulations, policies, procedures, and instructions applicable to the specific assignment. Employees use this knowledge to conduct extensive and exhaustive searches for required information; reconstruct records for complex supply transactions; and/or provide supply operations support for activities involving specialized or unique supplies, equipment, and parts such as special purpose laboratory or test equipment, prototypes of technical equipment, parts and equipment requiring unusual degrees of protection in shipment and storage, or others that are unique to the organization's mission or are seldom handled.

The appellant has a thorough knowledge of and uses a number of standard supply regulations and policies to resolve recurring problems which are similar in nature. She is familiar with the various automated data bases and systems used for tracking, bar coding, and automated document registration. The appellant coordinates actions within the Services Squadron and across organizational lines. She is responsible for processing requests, monitoring inventory levels, and controlling property.

The thorough knowledge required at Level 1-4 is not met. The supply needs of the Services Squadron do not require extensive and exhaustive searches, reconstruction of records for complex supply transactions, or providing support for activities involving specialized or unique supplies, equipment, and parts as described in the standard. Our review of the appellant's work finds that Level 1-3 is met.

Factor 2, Supervisory controls

This factor 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.

Work at Level 2-2 is performed under technical guidance of a supply technician, supply specialist, or supervisor who issues general work assignments, controls flow of day-to-day work, and explains major changes in regulations or procedures. The supervisor or higher grade employee provides additional specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available.

At Level 2-3, the supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations which do not have clear precedents. In some circumstances, the employee works independently from the supervisor or specialist in a remote location. Contact with the supervisor is infrequent. Continuing assignments are usually performed with considerable independence. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment 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 appellant performs her work with considerable independence from supervision. Work is accomplished under general directions in accordance with established supply policies, regulations, and instructions. The supervisor does not control work flow on a day-to-day basis or review work for the specific methods used to accomplish results. Our review finds that the appellant's work meets and does not exceed Level 2-3.

Factor 3, Guidelines

This factor covers the nature of guidelines and the judgment needed to apply them.

At Level 3-2, procedures for doing the work have been established and a number of specific guidelines are available in the form of supply regulations, policies, and procedures. The number and similarity of guidelines and work situations require the employee to use some judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

Guidelines at Level 3-3 are similar to the next lower level, but because of the problem solving or case nature of the assignments, they are not completely applicable or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines such as policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes the results of applying guidelines and recommends changes.

The appellant uses a wide variety of supply regulations, instructions, policies, and catalogs in meeting the distinctive needs of the Services Squadron. Judgement is used in deciding which supply regulations, policies, or procedures to follow and to select from among available alternatives. The problem solving or case nature of assignments described at Level 3-3 is not found in the appellant's environment. The work does not require analyzing the results of applying the various supply guidelines to make recommended changes. Our review of the appellant's work finds that Level 3-2 is met.

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.

Work at Level 4-2 consists of duties that involve related steps, processes, or methods, including work such as performing routine aspects of technical supply management functions in support of a specialist. The employee decides what to do by recognizing the existence of and differences between a few easily recognizable situations and conditions and choosing a course of action from among options related to the specific assignment. Actions to be taken by the employee or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature.

At Level 4-3, the work involves unusually complicated or difficult technical duties involving one or more aspects of supply management or operations. The work at this level is difficult because it involves actions that are not standardized or prescribed, deviations from established procedures, new or changing situations, or matters for which only general provisions can be made in regulations or procedures. The employee decides what needs to be done depending on the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may

have to be selected from many alternatives. Decisions are based largely on the employee's experience, precedent actions, and the priority assigned for resolving the particular problem. The methods and procedures used to resolve each issue vary based on the circumstances of each individual case. The work involves conditions and elements that the employee must identify and analyze to discern interrelationships with other actions, related supply programs, and alternative approaches.

The appellant is responsible for the full range of supply and inventory management operations within the Services Squadron, including those actions which are non-standard or deviations from the norm. She resolves a variety of problems as they relate to various aspects of the overall supply process and to the property management, property utilization, and inventory management programs. The appellant operates with considerable independence as the sole supply technician within the Services Squadron. Decisions are based on experience, precedent actions, and organizational priorities. Our review finds that the appellant's work meets and does not exceed Level 4-3.

Factor 5, Scope and effect

This factor 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.

Work at Level 5-2 involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope, such as when assisting a higher grade employee. The work or supply service affects the accuracy, reliability, or acceptability of further processes or services in meeting customer requirements in supported organizations and other supply units.

At Level 5-3, the work involves dealing with a variety of problem situations either independently or as part of a broader problem solving effort under the control of a specialist. Problems encountered require extensive fact-finding, review of information to coordinate requirements, and recommendations to resolve conditions or change procedures. The employee performs the work in conformance with prescribed procedures and methods. The results of the work affect the adequacy of local supply support operations, or they contribute to improved procedures in support of supply programs and operations.

The appellant is the sole supply technician within the Services Squadron and is responsible for the full range of actions necessary within the supply field rather than a segment of an assignment. She handles problems independently, including fact-finding, reviewing, and coordinating. The work of the appellant affects the adequacy of supply support operations. Our review of the appellant's work finds that Level 5-3 is met.

Factors 6 and 7, Personal contacts and Purpose of contacts

Personal contacts include face-to-face contacts and telephone dialogue with persons not in the supervisory chain. 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.

Personal contacts at Level 1 are with employees within the immediate organization, office, project, or work unit and in related or support units. At Level 2, personal contacts are with employees, supervisors, and managers of the same agency, but outside of the immediate office, or employees and representatives of private concerns in a moderately structured setting.

The appellant's contacts are with persons of the same agency both within and outside the immediate office and with contractors or vendors in a moderately structured setting. The appellant's contacts meet and do not exceed Level 2.

The 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.

The purpose of contacts at Level a is to obtain, clarify, or exchange facts or information, regardless of the nature of those facts, which may range from easily understood to highly technical. At Level b, the purpose of the contacts is to plan, coordinate, or advise on work efforts or to resolve operating problems by clarifying discrepancies in information submitted by serviced organizations, resolving automated system problems causing erroneous transaction records, or seeking cooperation from others to resolve complicated supply actions.

The appellant's work involves planning, coordinating, advising, and resolving operating problems rather than merely exchanging facts or providing information. The purpose of the appellant's contacts meets and does not exceed Level b.

Factor 8, Physical demands

This factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities and the physical exertion involved in the work.

Work at Level 8-1 is primarily sedentary. The employee may sit comfortably to do the work. There may be some walking, standing, bending, carrying of light items such as papers, books, or small parts. No special physical demands are required to perform the work.

At Level 8-2, the work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, or reaching; or similar activities. This level of physical demand occurs, for example, when employees are regularly assigned to activities such as tracing misplaced items or conducting physical inventories in warehouses, depots, and other storage areas, or when they are regularly involved in stocking and retrieving items from shelves and cabinets.

Much of the appellant's work is sedentary. However, she is subject to occasional lifting of items weighing up to 79 pounds and carrying items weighing up to 44 pounds. Our review of the appellant's work finds that Level 8-2 is met.

Factor 9, Work environment

This 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.

At Level 9-1, the employee typically works indoors in an environment involving everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms. Observance of normal safety practices with office equipment, avoidance of trips and falls, and observance of fire regulations is required. The area is adequately lighted, heated, and ventilated.

The work environment at Level 9-2 involves moderate risks or discomforts which require special safety precautions, such as working around moving warehouse equipment, carts, or machines. Employees may be required to use protective clothing or gear such as masks, gowns, safety shoes, goggles, hearing protection, and gloves.

The appellant works in an office environment with no special safety precautions or equipment required. Our review of the appellant's work finds that Level 9-1 is met.

Summary

Factor	Level	Points
1. Knowledge required by the position	1-3	350
2. Supervisory controls	2-3	275
3. Guidelines	3-2	125
4. Complexity	4-3	150
5. Scope and effect	5-3	150
6. and 7. Personal contacts and Purpose of contacts	2b	75
8. Physical demands	8-2	20
9. Work environment	9-1	5
Total points:		1150

The appellant's position is credited with 1150 total points using the supply clerical and technician standard. Therefore, in accordance with the grade conversion table of this standard, these duties are properly graded at GS-6.

Evaluation using the transportation clerk and assistant standard

Factor 1, Knowledge required by the position

The work at Level 1-3 requires knowledge of a body of standardized transportation regulations, procedures, and operations related to one or more transportation support functions. Employees responsible for fleet management perform a variety of duties in connection with the day-to-day management of assigned vehicles. For example, they make arrangements for vehicle use, verify incoming invoices for payment, and call vendors to discuss discrepancies. They prepare accident reports based on information received from the customer. From this information, employees provide advice to customers on the number of repair estimates needed and places to get estimates. Employees maintain records on Government-owned vehicles. They ensure that information pertaining to vehicle identification tags, field assignment or termination, and maintenance or repair records are accurate and current.

At Level 1-4, the work requires knowledge and application of an extensive body of transportation regulations, methods, and practices to perform a wide variety of interrelated or nonstandard transportation support assignments and resolve a wide range of problems. Employees assist fleet managers in evaluating the overall fleet management program. For example, employees collect data and review a variety of reports relating to vehicle use, expenses, and income to identify problems or trends for further review. They recommend the rental rates that should be used by each fleet management center to ensure recovery of costs. They assist fleet managers in auditing

vehicle files, procurement actions, license tag and credit card registers, motor vehicle accident records, and the dispatch vehicle reservation system.

The appellant has a knowledge of Air Force regulations and local policy governing vehicle management within the Services Squadron. She utilizes a data base system, entering standard information and generating a variety of routine reports for use in vehicle control and maintenance. She has a knowledge of local vendors who can provide service or repair for vehicles and advises users of the appropriate sources.

The knowledge required at Level 1-4 is not met. The transportation needs of the Services Squadron do not require a knowledge of an extensive body of transportation regulations, methods, and practices. The appellant is not required to perform a wide variety of interrelated or nonstandard transportation support assignments nor resolve a wide range of problems. Our review of the appellant's work finds that Level 1-3 is met.

Factor 2, Supervisory controls

At Level 2-2, the supervisor or other designated authority provides standing instructions on recurring assignments by indicating what is to be done, applicable transportation policies and procedures to follow, quality and quantity of work expected, deadlines, and priority of assignments. The supervisor or others provide additional, specific guidance and reference sources on new or difficult assignments. Employees use initiative to perform recurring or individual assignments independently and refer situations not covered by initial instructions or precedents to the supervisor or a senior employee for assistance. The supervisor or others evaluate the accuracy and adequacy of both individual assignments and recurring work by reviewing the frequency and nature of problems resulting from data entry errors or problems with responding to inquiries or requests. The supervisor may also consider the nature and frequency of complaints, review production reports, or use controls built into the system. At Level 2-2, some employees work more independently than others. This is because, over a period of time, they have developed knowledge of transportation program objectives, alternatives, local priorities, and operating policies and procedures that influence how transportation support work is done and the kind of adaptations or exceptions that can be made. These employees carry out recurring assignments with less initial or in-progress supervisory consultation, although deviations from standing instructions still must be approved by the supervisor.

At Level 2-3, the supervisor or other designated authority outlines objectives, priorities, and deadlines and provides guidance on dealing with unusually involved or one-of-a-kind situations. Employees independently plan and carry out the successive steps to complete transportation support duties and use accepted practices to resolve problems and deviations. Problems and deviations include, for example, transportation actions that cannot be processed, monitored, or otherwise acted on using standing instructions. This may result because of the specialized nature of the problems, the existence of various conflicting documentation, the lack of documentation or information available, or other conditions.

The appellant prepares necessary documents and uses automated systems and other vehicle reports to monitor the status of actions and to reconcile discrepancies in vehicle usage and maintenance requirements. Recurring duties are carried out relatively independently within established guidelines without detailed assistance or supervision. Guidance is available from her supervisor or from transportation specialists at the installation, as needed. Deviations from standard procedures must be approved by the supervisor or another official. The specialized nature of problems encountered where the appellant would act independently are not present in the position. Our review of the appellant's work finds that Level 2-2 is met.

Factor 3, Guidelines

At Level 3-2, numerous procedures for doing the work have been established, and many specific guidelines are used. Guidelines include transportation regulations, manuals, guides, directories, tenders, or operating procedures. Because of the number and similarity of guidelines or the diverse circumstances of individual actions, employees must use judgment to identify and select the appropriate reference and procedure for each phase of the process, question, or condition that develops. In most cases, employees must be familiar with the general content of numerous guides since it is not practical to be researching guides continually to locate a specific reference. There may be omissions in guidelines that require employees to use some judgment and initiative to handle aspects of the work not covered completely. Employees refer situations requiring significant judgment or interpretation to the supervisor or others for guidance or resolution.

Guidelines at Level 3-3 are similar to those described in Level 3-2, but they are not applicable completely to many aspects of the work because of the problem solving or complicated nature of the assignments. For example, there may be no directly related precedent cases or reference sources to use in deciding if justifications for a higher than normal level of service are valid. Employees use judgment to interpret guidelines, adapt procedures, decide approaches, and resolve specific problems.

The appellant uses both Air Force and local guidelines and regulations to perform the work. Judgment is used in identifying which guidelines are appropriate for a given situation. Level 3-3 is not met in that the appellant's assignments cover a limited area of transportation (vehicle control) with few variations encountered. The local Transportation Squadron is the authority for deciding higher level problems or making changes in the fleet management procedures. Our review of the appellant's work finds that Level 3-2 is met.

Factor 4, Complexity

Work at Level 4-2 involves performing related processing and procedural tasks in support of transportation related functions. Employees make decisions, such as how to sort incoming documents, locate and assemble information, and correct errors. They do this by reviewing similar cases or standard operating procedures and selecting from among clearly recognizable alternatives. Employees take action using established instructions, practices, or precedents for

format, content, and processing of transportation documents and requests. Actions taken are similar and well-established, although the specific pattern of actions taken may differ somewhat.

Level 4-3 involves performing one or more transportation support functions that require the use of different and unrelated procedures and methods. Employees identify the nature of the request, problem, or issue, and determine the need for and obtain additional information through oral or written contacts and review of regulations and manuals. Employees may have to consider previous actions and understand how these actions differ from or are similar to the issue at hand before deciding on an approach.

Employees at Level 4-3 make recommendations or take actions based on a case-by-case review of pertinent transportation regulations and documents. For example, employees may review and prepare various manual and automated products related to vehicle use, coordinate vehicle assignment or other actions, monitor for misuse or negligence, and maintain current inventories of assigned vehicles.

The appellant prepares various reports related to vehicle usage, maintenance, costs, and fuel usage. Through a data base system, she maintains an inventory of assigned vehicles and coordinates vehicle rotation, safety inspections, and maintenance. Our review of the appellant's work finds that Level 4-3 is met.

Factor 5, Scope and effect

The purpose of the work at Level 5-2 is to provide a full range of transportation services or to perform other transportation support work that is covered by well-defined and precise program procedures and regulations. Work products affect the accuracy and reliability of further processes or services.

At Level 5-3, the purpose of the work is to apply conventional practices to treat a variety of problems in transportation transactions. The employee treats these or similar problems by applying established procedures. In some situations, the work results in recommendations, actions, or reports that affect the ability of serviced programs to conduct business adequately. In other work situations, the quality of the transportation advice and decisions may affect the operation of certain programs.

The purpose of the appellant's transportation duties is to control and monitor vehicles assigned to the Services Squadron. This work directly affects the ability of the Services Squadron to perform its mission. Our review of the appellant's work finds that Level 5-3 is met.

Factors 6 and 7, Personal contacts and Purpose of contacts

Personal contacts at Level 1 are with employees in the immediate organizational unit or in closely related support units. Contacts may also be with employees outside the organization or with

members of the general public in very highly structured situations.

At Level 2, personal contacts are with employees in the same agency, but outside the immediate organization. Contacts may also be with members of the general public in a moderately structured setting.

The appellant's contacts are with members of the Services Squadron, representatives from other units at the installation, and local vendors. Our review of the appellant's work finds that Level 2 is met.

The purpose of contacts at Level a is to obtain, clarify, or provide information related to transportation support assignments. Contacts may involve answering a simple question or they may involve explaining more technically oriented subject matter. The purpose of the contacts at Level b is to plan and coordinate actions to prevent or correct errors, delays, or other complications from occurring.

The purpose of the appellant's contacts is to provide and request information on vehicle usage and to plan and coordinate vehicle operations within the Services Squadron. Our review of the appellant's work finds that Level b is met.

Factor 8, Physical demands

At Level 8-1, the work may require some physical effort, such as standing, walking, bending, or sitting. There are no special physical demands. The work at Level 8-2 requires above average physical agility, such as regular and recurring periods of prolonged standing, bending, stretching, and lifting.

No special physical demands are required by the appellant in performing the vehicle control duties. Our review of the appellant's work finds that Level 8-1 is met.

Factor 9, Work environment

At Level 9-1, the employee works primarily in an office setting involving everyday risks or discomforts. Normal safety precautions are adequate.

At Level 9-2, the employee works in areas with moderate risks or discomforts that require the use of special safety precautions. For example, employees who work in warehouses or on loading docks may have to exercise special care when working around moving parts, materials handling equipment, conveyors, or crates. In some situations, employees may be required to wear protective clothing or gear.

The appellant performs her vehicle control duties in an office setting with an occasional vehicle inspection requiring walking and standing outdoors. No special safety precautions or protective clothing or gear is required. Our review of the appellant's work finds that Level 9-1 is met.

Summary

Factor	Level	Points
1. Knowledge required by the position	1-3	350
2. Supervisory controls	2-2	125
3. Guidelines	3-2	125
4. Complexity	4-3	150
5. Scope and effect	5-3	150
6. and 7. Personal contacts and Purpose of contacts	2b	75
8. Physical demands	8-1	5
9. Work environment	9-1	5
Total points:		985

The appellant's position is credited with 985 total points using the transportation clerk and assistant standard. Therefore, in accordance with the grade conversion table of this standard, these duties are properly graded at GS-5.

Decision

The appellant's supply work is properly graded at GS-6 using the supply clerical and technician standard. Her vehicle control work is properly graded at GS-5 using the transportation clerk and assistant standard. The supply duties constitute the regularly assigned work which is paramount in the position. Therefore, the appellant's position is properly classified as Supply Technician, GS-2005-6.