

OFFICE OF PERSONNEL MANAGEMENT
MERIT SYSTEMS OVERSIGHT AND EFFECTIVENESS
DALLAS OVERSIGHT DIVISION
CLASSIFICATION APPEAL DECISION

Under section 5112(b) of title 5, United States Code

Appellant: [Appellant]

Position: Office Automation Assistant, GS-326-5
Agency Position Number: WPCHC

Organization: Administrative Division
Public Works Department
Naval Air Station
[installation city state]

Decision: Office Automation Assistant, GS-326-5
(Appeal denied)

OPM decision number: C-0326-05-01

Approved by:

/s/ Judith Frenzel for
Bonnie J. Brandon
Classification Appeals Officer

11/5/96
Date

INTRODUCTION

The appellant serves as an Office Automation Assistant, GS-326-5, in the Administrative Division, Public Works Department, Naval Air Station (NAS), [installation, city, state]. She previously appealed the classification of her position to the Department of Defense. At that time her position was classified as Secretary, GS-318-5. The agency's appeal decision, issued on May 23, 1996, denied the appeal and changed the title and series of the position. The appellant contends that her position should be classified as Secretary, GS-318-7. Her designated representative filed an appeal with this office under the provisions of chapter 51 of title 5, United States Code.

This is the final administrative decision of the Government, subject to discretionary review only under the conditions and time limits specified in sections 511.605 and 511.613 of title 5, Code of Federal Regulations.

GENERAL ISSUES

Various statements about the agency's evaluation of this position are included in the appeal submitted by the appellant's personal representative. In adjudicating this appeal, the Office of Personnel Management (OPM) makes an independent decision on the proper classification of the position. Therefore, we have considered the representative's statements only insofar as they are relevant to making that decision.

The representative references Chapter 51 of the Code of Federal Regulations and cites the broad description of the difficulty and responsibility of work at the GS-7 level found at section 5104 (7), title 5, United States Code. However, 5 U.S.C. section 5101 (2) states that "individual positions will, in accordance with their duties, responsibilities, and qualification requirements, be so grouped and identified by classes and grades... and the various classes will be so described in published standards...that the resulting position-classification system can be used in all phases of personnel administration." Furthermore, 5 U.S.C. section 5105 (a) states, "The Office of Personnel Management, after consulting with agencies, shall prepare standards for placing positions in their proper classes and grades." Finally, 5 U.S.C. section 5107 states "...each agency shall place each position under its jurisdiction in its appropriate class and grade in conformance with standards published by the Office of Personnel Management..." Therefore, this decision is made solely by comparing the appellant's current duties and responsibilities to the standards and guides published by OPM.

The representative requests back pay be awarded the appellant based on any reclassification resulting from this decision. The Comptroller General of the United States (file B-180144, September 3, 1974) stated that: "It has long been the rule of this office that a personnel action may not be made effective retroactively so as to increase the right of an employee to compensation. It is also an established rule that

employees of the Federal Government are entitled only to salaries of the positions to which they are actually appointed regardless of the duties they perform. When an employee performs duties at a grade level higher than that in which his position is classified and is successful in obtaining reclassification of his position and promotion, no entitlement exists for compensation at the higher grade level prior to the date the necessary administrative actions are taken to effect the promotion.” Simply stated, until an employee’s position is classified and the employee is assigned to it, the employee may not claim any benefits assigned to that position, i.e., pay at the grade level of the position.

POSITION INFORMATION

The appellant’s position is located within the Administrative Division of the Public Works Department and is under the direct supervision of the Administrative Officer. The Administrative Division is one of eight subordinate organizational components within the Public Works Department and provides all management support and administrative services to the Department. This support includes management analysis, office services, reproduction, statistics, budgeting, financial management, and the administration of all utility services contracts and real estate licenses and leases.

The appellant’s major duties and responsibilities are described in position description number WPCHC. The appellant and her supervisor affirm that this position description is accurate.

In support of the Administrative Division’s mission, the appellant provides a variety of clerical and general administrative support throughout the Public Works Department. These duties include typing correspondence and other documents for various divisions within the Department; conducting a first-level review of outgoing correspondence; controlling incoming correspondence (including electronic messages); preparing responses to routine correspondence; receiving visitors and telephone calls to the Public Works Officer (PWO), Assistant Public Works Officer, Administrative Officer, and other staff; scheduling appointments and maintaining the PWO’s calendar; making travel arrangements for the PWO; preparing training nomination forms and travel orders for Department staff; maintaining the central filing and records disposition system; maintaining a system for controlling recurring and special reports and other action items; ordering publications, forms, and reprographics services for the Department; preparing contractual procurement documents including calculating amendments to basic orders; and performing a variety of office automation duties.

SERIES AND TITLE DETERMINATION

The GS-318, Secretary Series, includes all positions with the duties of assisting one individual, and in some cases the subordinate staff of that individual, by performing general office work auxiliary to the work of the organization. To be included in this series, a position must be the principal office clerical or administrative support position in the office, operating independently of any other such position in the office. The

duties require a knowledge of clerical and administrative procedures and requirements, various office skills, and the ability to apply such skills in a way that increases the effectiveness of others.

While the appellant performs a variety of duties often associated with the secretary series, she is responsible for providing clerical and administrative support to the Public Works Department and its staff divisions. She is not assigned responsibility for assisting the head of the organizational unit by providing the principal clerical or administrative support for that person, as described in the GS-318 standard. While she provides assistance to the Public Works Officer, the Assistant Public Works Officer, the Administrative Officer, and other staff offices, the position is assigned to the Administrative Division within the Department and is supervised by the Administrative Officer. The focus of the appellant's position is the performance of a wide range of clerical and administrative support tasks for the Department rather than the independent performance and coordination of clerical and administrative support activities required to support the work of the supervisor. The GS-318 series is not appropriate.

The GS-326, Office Automation Clerical and Assistance series, includes all positions with the primary duties of performing office automation work, including word processing, either solely or in combination with clerical work, when such work is performed in the context of general office clerical support. Positions in this series require a knowledge of general office automation software, practices, and procedures; competitive level proficiency in typing; and the ability to apply these knowledges and skills in the performance of general office support work. The GS-326 standard states, "If the primary purpose is to provide general office clerical support, if the position requires a knowledge of office automation hardware and software systems, and if the position requires the skills of a fully qualified typist, then the position is appropriately classified in the GS-326 series." Consequently, this position is properly assigned to the GS-326 series.

Position titles in the GS-326 series are linked to the grade of the position. Office Automation Clerk is the title for positions at GS-4 and below. Office Automation Assistant is the title for positions at GS-5 and above. A title will be assigned to the position after the proper grade level is determined.

GRADE LEVEL DETERMINATION

The GS-326 standard directs that office automation work be evaluated by application of the Office Automation Grade Evaluation Guide. Clerical duties are to be evaluated by application of the Grade Level Guide for Clerical and Assistance Work, or an appropriate standard for specialized subject-matter work. Since the appellant does not perform specialized subject-matter work, the Grade Level Guide for Clerical and Assistance Work is applied. The use of an electric typewriter for occasional typing does not exceed the GS-3 level and is not further evaluated.

Application of the Office Automation Grade Evaluation Guide

The Office Automation Grade Evaluation Guide is written in the Factor Evaluation System format and contains nine factors in making a grade level determination. A point value is assigned to each factor based on comparison with the position and the factor level descriptions in the guide. In order for a point value to be assigned, it must be fully equivalent to the overall intent of the selected factor level description. The total points assigned are converted to a grade by use of the grade conversion table in the guide.

Factor 1, Knowledge Required By The Position

This factor covers the nature and extent of information and facts the employee must understand to do acceptable work and the nature and extent of the skills needed to apply this knowledge. To be used as a basis for selecting a level under this factor, a knowledge must be required and applied.

At Level 1-3, the employee must apply a knowledge of: varied and advanced functions of one software type; varied functions of more than one software type; or other equivalent knowledge of automated systems. The employee applies this knowledge 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 databases or spreadsheets.

Level 1-4 requires a knowledge of the capabilities, operating characteristics, and advanced functions of a variety of types of office automation software and knowledge of the similarities, differences, and integration of the different software types. This level of knowledge is applied to select the most appropriate software type for a specific office need, to integrate different software types into a single document, e.g., to retrieve data, convert it into graphic form, and incorporate it into the text of a report; to devise new methods of automated office support; to resolve problems with current automated office support methods; or to complete other nonstandard assignments using varied office automation technologies.

The appellant applies a knowledge comparable to Level 1-3, including a knowledge of the various functions of more than one type of software. Word processing software (WordPerfect) is used for preparing and editing textual documents. Spreadsheet software (Lotus) is used to maintain, update, revise and calculate numerical information. Graphics software (Harvard Graphics and Print Shop Deluxe) is used to prepare charts, forms, and flyers. Electronic mail is used to send and receive messages and to transmit data. The appellant has recently begun using Excel and PowerPoint software which will eventually replace the use of Lotus and Harvard Graphics.

The full extent of Level 1-4 is not met. The appellant is not regularly required to use the advanced functions of each software type or to integrate different software types into a single document. Furthermore, she is not required to devise new methods of automated office support, to resolve problems with current automated office support methods, or to complete other nonstandard assignments using varied office automation technologies. This factor is evaluated at Level 1-3 and is credited with 350 points.

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.

At Level 2-3, assignments are given with information on general administrative changes, deadlines, and priorities. The employee works independently to plan and carry out steps for completing assignments in accordance with established office instructions and practices for office automation. When current practices or deviations in an assignment cause problems, the incumbent initiates resolution and coordinates efforts with other employees involved in or affected by the nonstandard procedures. Completed work is evaluated for technical soundness, usefulness, and conformance with office operating requirements and needs. The methods used to produce work normally are not reviewed.

The appellant meets Level 2-3, which is the highest level described in the guide. The appellant completes routine assignments without guidance or instructions from the supervisor, often receiving work directly from staff throughout the Public Works Department. She works independently in completing assignments in accordance with established procedures and is expected to resolve problems on her own initiative. This factor is evaluated at Level 2-3 and is credited with 275 points.

Factor 3. Guidelines

This factor covers the guidelines and the judgement needed to apply them.

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 manufacturer's manuals and tutorials for users, agency correspondence procedures, style manuals, technical dictionaries, sample work products, etc. Employees must select and apply detailed instructions for each office automation task or function, when available. For tasks not covered by specific guidelines, they must search more general guidelines to determine the specific steps to apply. Judgement is required because of the number and similarity of guidelines or the availability of alternative procedures for accomplishing a function. Situations in which guidelines cannot be applied are referred to the supervisor or an automation specialist.

At Level 3-3, 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 either encountered in the employee's own work or referred by others. Judgement is required to search manuals for methods that can be applied and to adapt those methods to specific requirements. Employees also exercise initiative and judgement 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 automation specialists.

The guidelines used by the appellant for office automation assignments primarily include manufacturer's manuals and tutorials, agency correspondence procedures, and sample work products. When specific guidelines are unavailable, the appellant searches general guidelines to determine the specific steps to apply. Situations not covered by the guidelines are referred to an automation specialist or other systems' support personnel. Judgement is used in selecting from alternative procedures to accomplish a function. This corresponds most closely to Level 3-2.

The full extent of level 3-3 is not met in that she is not required to regularly adapt available guidelines to meet requirements for new tasks or to solve processing problems. The appellant does not regularly deviate from existing instructions or practices to resolve operating problems or to develop more efficient processing procedures that may become guidelines for other employees. This factor is properly evaluated at Level 3-2 and is credited with 125 points.

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.

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. Assignments at this level involve using one type of software to create or edit a variety of standard documents; or using two or more types of software, e.g., word processing and database management, to process different types of documents, paragraphs, tables, reports, etc. Processing steps and procedures required to complete assignments are varied and numerous, differing in terms of the type of software used, the type of document or specific report to be produced or edited, the specific formatting required for a document, the existence of pre-recorded formats, and other differences of a factual nature. In addition, employees at this level are expected to recognize discrepancies and correct or question originators in such matters as improper formatting; errors in spelling, grammar, or punctuation; missing information; or discrepancies between the nature of the material and the processing instructions.

Work at Level 4-3 involves using several types of software packages for different office needs. In deciding how to proceed, the employee considers many factors that are varied and that are not always clearly established. In performing the work, the employee applies judgement in considering and selecting from among many different software types in light of the range and peculiarities of the unit's information processing capabilities and requirements. The employee regularly develops methods and procedures for office automation tasks, and identifies and solves problems in existing methods or procedures.

The appellant uses different steps and functions from one assignment to another creating different types of documents using one type of software. For instance, she uses word processing software to produce various memos, letters, and reports. She also uses different types of software to process different types of documents. She uses Lotus to maintain and produce spreadsheets; Harvard Graphics and Print Shop Deluxe to produce charts and graphs; and WordPerfect to produce textual documents. The appellant determines the specific software package to use and the specific format for different types of documents. The steps used differ depending on the type of software used, type of document desired, and the formatting requirements for each document. The complexity of the appellant's work matches Level 4-2.

Level 4-3 is not fully met. While the appellant selects from among a variety of software types, she does not perform assignments that require her to develop methods and procedures for office automation tasks nor does she identify and solve problems in existing methods or procedures. The appellant does not regularly perform duties of comparable complexity to those illustrated at Level 4-3. For instance, she does not identify automation requirements, select the software type, and develop the procedures and functions needed to meet reporting requirements; identify office automation duties that can be done faster by using macros; and create macros that execute a sequence of functions automatically. This factor is properly evaluated at Level 4-2 and is credited with 75 points.

Factor 5, Scope and Effect

This factor covers the relationships 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.

At Level 5-1, the purpose of the work is to perform specific, recurring tasks required to maintain electronic records, and/or to produce various items in draft or final form. Production usually includes steps such as: selecting and adhering to the proper format; determining the spacing and arrangement of material; making entries to and retrieving data from electronic records; and checking references, distribution requirements, grammar, punctuation, and spelling. The services performed facilitate the work of the originators of the documents or the users of the data maintained.

The purpose of work at Level 5-2 is to collect, select, organize, and provide information in oral or written form. The work is performed in accordance with established rules, regulations, procedures, and office automation practices. The work affects the way in which other employees document, store, receive, or transmit information, and increases the availability and usefulness of the information involved.

The appellant performs office automation duties that involve the maintenance of spreadsheet data and the production of a variety of items such as correspondence and other textual documents, forms, flyers, charts, and reports. She selects the proper format, determines proper arrangement of material, enters and retrieves data from electronic records, and checks references, grammar, punctuation, and spelling. The work facilitates the work of the originators and the users.

Level 5-2 is not fully met. The appellant's work does not affect the way other employees document, store, receive, or transmit information; nor does it increase the usefulness of the information involved. This level is appropriate for positions that are primarily concerned with developing methods and procedures for office automation tasks and solving problems in existing methods and procedures. This factor is properly evaluated at Level 5-1 and is credited with 25 points.

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

Factor 6 and Factor 7 are evaluated relative to each other. The nature of the contacts, credited under Factor 6, and the purpose of those contacts, credited under Factor 7, must be based on the same contact. Credit for Factor 6 and Factor 7 is determined by reference to the chart contained in the guide.

Factor 6 includes contacts 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 contacts take place. Credit under this factor is allowed only for contacts that are essential for successful performance of the work and that have a demonstrable impact on the difficulty and responsibility of the work performed.

Level 1 is credited when contacts are with employees within the immediate work unit or related support units such as points-of-contact and document originators. Level 2 is credited when contacts are with employees at various levels throughout the agency who are involved in or affected by integrating or changing automated office procedures.

The appellant's contacts for office automation tasks are primarily with employees of the Public Works Department. She does not have contacts with employees at various levels throughout the agency as described in Level 2. This factor is evaluated at Level 1.

Factor 7 measures the purpose of the personal contacts. The purpose may range from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, and objectives.

Level A is credited when the purpose of contacts is to exchange information about the assignment or methods to be used to complete the assignment. Level B is credited when the purpose of contacts is to plan, coordinate, and integrate work processes or work methods for office automation between and among related work units.

The purpose of the appellant's contacts is to exchange information about the assignment or methods to be used to complete the assignment, e.g., to clarify terminology, determine priorities of projects, or to discuss additions or revisions. These contacts are with document originators, with points-of-contact to receive data to update files, or with others to distribute electronic messages. The appellant does not engage in contacts that require the level of planning and coordination specified in Level B. Factors 6 and 7 are evaluated at Level 1A and credited with 30 points.

Factor 8, Physical Demands

This factor covers the requirements and physical demands placed on the employee by the work assignment, including the physical characteristics and abilities required.

Level 8-1 is the highest level specified in the guide. At this level, the work is basically sedentary and requires no special physical demands. This factor is properly evaluated at Level 8-1 and credited with 5 points.

Factor 9, Work Environment

This factor covers the risks and discomforts in the employee's physical surroundings, or the nature of the work assigned and the safety regulations required.

Level 9-1 is the highest level specified in the guide. At this level, the work involves minimal risks and observance of safety precautions typical of office settings. This factor is properly evaluated at Level 9-1 and credited with 5 points.

Summary of Factor Levels

<u>Factor</u>	<u>Level</u>	<u>Points</u>
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		
7. Purpose of Contacts	1A	30
8. Physical Demands	8-1	5
9. Work Environment	9-1	5
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	Total Points	890

The total of 890 points is within the range of the grade conversion chart for GS-5 positions (855-1100 points). Accordingly, the appellant's office automation duties are evaluated at the GS-5 level.

Application of the Grade Level Guide for Clerical and Assistance Work

The guide provides a general description of the characteristics of each grade level from GS-1 through GS-7 in a three-part format:

- (1) the definition of the grade as spelled out in the law (5 U.S.C. 5104);
- (2) a description of grade level criteria pertaining to clerical and assistance work written in narrative format as expressed in two evaluation factors: *Nature of Assignment* (which includes the elements of knowledge required and complexity of the work), and *Level of Responsibility* which includes the elements of supervisory controls, guidelines, and contacts; and,
- (3) general work examples to illustrate each grade level.

The appropriate grade level is determined by applying the total criteria (i.e., the law, the evaluation factors, and the work examples) and assigning the highest level that matches the work being evaluated. Weaknesses as well as strengths are considered in matching work to the grade level criteria.

Nature of Assignment

At the GS-4 level, work consists of performing a full range of standard clerical assignments and resolving recurring problems. Work consists of related steps, processes, or methods which require the employee to identify and recognize

differences among a variety of recurring situations. Actions to be taken or responses to be made differ in nature and sequence because of differences in the particular characteristics of each case or transaction. In addition, the work requires some subject-matter knowledge of an organization's programs and operations; or of a type of business practice; or of a body of standardized rules, processes, or operations. This knowledge is used to determine what is being done, why the action is being taken, and how it must be accomplished.

At the GS-5 level, work consists of performing a full range of standard and nonstandard clerical assignments and resolving a variety of nonrecurring problems. Work includes a variety of assignments involving different and unrelated steps, processes, or methods. The employee must identify and understand the issues involved in each assignment and determine what steps and procedures are necessary and the order of their performance. Completion of each action typically involves selecting a course of action from a number of possibilities. The work requires extensive knowledge of an organization's rules, procedures, operations, or business practices to perform the more complex, interrelated, or one-of-a-kind clerical processing procedures.

The appellant performs general office clerical duties that include typing correspondence and other documents; conducting a first-level review for format, grammar, and punctuation on outgoing correspondence; controlling incoming correspondence (including electronic messages); preparing responses to routine correspondence; receiving visitors and telephone calls; scheduling appointments and maintaining the PWO's calendar; making travel arrangements for the PWO; preparing training nomination forms and travel orders for Department staff; maintaining the central filing and records disposition system; maintaining a system for controlling recurring and special reports and other action items; ordering publications, forms, and reprographics services for the Department; and preparing contractual procurement documents including calculating amendments to basic orders. These duties correspond to those typical of the GS-4 level. They consist of performing a full range of standard clerical assignments and resolving recurring problems where the appellant must recognize differences among a variety of recurring situations.

In the example of GS-4 support work provided in the guide, the employee performs a variety of recordkeeping, reporting, and informational duties. The employee compiles, maintains, and updates data, lists, and reports. The employee also applies knowledge of the organization's procedures, processes, and rules. This work example description most closely describes the level of assignments performed by the appellant.

The GS-5 level is not met in that the work does not involve a full range of standard and nonstandard assignments and resolving a variety of nonrecurring problems. This factor is properly evaluated at GS-4.

Level of Responsibility

At the GS-4 level, the supervisor provides little assistance with recurring assignments. The employee uses initiative to complete work with accepted practices. Unusual situations may require the assistance of the supervisor or a higher level employee, and the 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 judgement 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.

At the GS-5 level, the supervisor assigns work by defining objectives, priorities, and deadlines and provides guidance on assignments which do not have clear precedents. The employee works in accordance with 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. A number of procedural problems may arise which also require interpretation and adaptation of established guides. Often, the employee must determine which of several alternative guidelines to use. If existing guidelines cannot be applied, the employee refers the matter to the supervisor. Contacts are with a variety of persons within and outside the agency for the purpose of receiving or providing information relating to the work or for the purpose of resolving operating problems in connection with recurring responsibilities.

The appellant performs a variety of recurring assignments with a high degree of independence within established procedures and practices. A variety of guidelines are applied including standard instructions, manuals, and regulations. The appellant refers significant deviations or receives specific instructions from her supervisor on nonroutine assignments and work situations. The appellant makes routine contacts with employees both within and outside the Public Works Department to exchange information and to resolve recurring problems. These duties correspond to those typical of the GS-4 level.

In the example of GS-4 support work provided in the guide, the employee's work is assigned in terms of methods to follow and results expected. The employee works independently in carrying out assignments of a continuing nature. Completed work is reviewed for accuracy and compliance with oral and written instructions. Guidelines include agency administrative procedures, handbooks, and specific instructions. The employee exercises judgement in determining when deviations are appropriate or when situations are not covered by guidelines or instructions and should be referred to the supervisor. Contacts are for the purpose of obtaining and/or providing information necessary in order to complete assigned work. The GS-5 level is not met in that the

appellant's work does not require significant interpretation or adaptation of guidelines. This factor is properly evaluated at GS-4.

Work at the GS-4 level as described in the law (5 U.S.C. 5104) includes those positions the duties of which are to perform, under immediate or general supervision, moderately difficult and responsible work in office, business, or fiscal operations. It requires a moderate amount of training and minor supervisory or other experience; good working knowledge of a special subject matter or a limited field of office, laboratory, engineering, scientific, or other procedure and practice; and, the exercise of independent judgement in accordance with well-established policies, procedures, and techniques.

Both *Nature of Assignment* and *Level of Responsibility* were evaluated at GS-4. This determination is consistent with the total criteria in the guide (the law, the evaluation factors, and the examples). Therefore, the appellant's clerical duties equate to GS-4.

Grade Level Conclusion

The appellant spends the majority of her time on general office clerical duties that equate to GS-4. Office automation duties comprise about 30 percent of her time and equate to GS-5. Since the higher level duties occupy less than a majority of the appellant's time, the position is a mixed-grade position. When the highest level of work is a smaller portion of the job, it may be grade-controlling only if:

- the work is officially assigned on a regular and continuing basis;
- it is a significant and substantial part of the overall position; and
- the higher level knowledge and skills needed to perform the work would be required in recruiting for the position if it became vacant.

The appellant's office automation duties meet this criteria and the position is properly graded at GS-5.

DECISION

The position is properly classified as Office Automation Assistant, GS-326-5.