

**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

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**Appellant:** [Appellant]

**Position:** Supervisory Administrative Communications Technician,  
GS-303-07  
Position Number:[#]

**Organization:** [Air Force Base]

**Decision:** Mail Supervisor, GS-305-06  
(Appeal denied, position downgraded)

**OPM decision number:** C-0305-06-01

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**Approved by:**

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

7/29/97  
Date

## **Introduction**

The position is assigned to [Air Force Base]. The installation recently reclassified the position from Support Services Supervisor, GS-342-7, to Supervisory Administrative Communications Technician, GS-303-7. The appellant did not agree with this action and filed an appeal through agency procedures to the Department of Defense's Civilian Personnel Management Service who found the position to be properly classified as Mail Supervisor, GS-305-6. The appeal was forwarded to this office at the appellant's request. The appellant believes Support Services Supervisor, GS-342-7, is appropriate for the position. This appeal was accepted 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 the Code of Federal Regulations and appendix 4 of the Introduction to the Position Classification Standards.

## **Position Information**

The appellant serves as the official mail manager for the installation. Briefly, the appellant is responsible for the operation of the Base Information Transfer Center (BITC) that handles all official mail for [AFB] and the contract Postal Service Center (PSC) that handles personal mail for assigned military personnel. He is responsible for preparing cost estimates for the postal budget, serves as paying agent for expenditures to the U.S. Postal Service, serves as quality assurance evaluator for the PSC contract, plans equipment replacements/upgrades, maintains the base locator system, implements the document security program, and provides guidance on Air Force terminology and abbreviations systems. He supervises four military personnel, assigned to positions classified as mail clerks. The appellant's position description and other material of record provide more information about his duties and responsibilities and how they are performed.

## **Series and Title Determination**

The GS-342 Support Services Administration Series includes all positions the primary duties of which involve supervising, directing, or planning and coordinating a **variety** of service functions that are principally work-supporting, i.e., those functions without which the operations of an organization or services to the public would be impaired, curtailed, or stopped. Such service functions include, but are not limited to, communications, procurement of administrative supplies and equipment, printing, reproduction, property management, space management, records management, mail service, facilities and equipment maintenance, and transportation.

The GS-305 Mail and File Series includes positions involving the administration, supervision, or performance of clerical work related to the processing of incoming or outgoing mail and/or the systemic arrangement of records for storage and reference purposes, the scheduled disposition of records, and the performance of related work when such work requires the application of prescribed systems for governing the flow and control of communications, and/or the filing or storage and retrieval of records and knowledges of the organization and functions of the operating unit or units serviced.

The GS-303 Miscellaneous Clerk and Assistant Series includes positions involving performing or supervising clerical, assistant, or technician work for which no other series is appropriate. The work requires knowledge of the procedures and techniques involved in carrying out the work of the organization and involves application of procedures and practices within the framework of established guidelines.

After careful consideration of the above series, we find the appellant's duties do not involve the variety of functions described by the GS-342 standard. The work performed is related almost exclusively to the mail program of the organization. The first exclusion from coverage of the GS-342 series is for positions concerned with performance or supervision of substantive work properly classified in an established series, e.g., Mail and File, GS-305; Management Clerical and Assistance, GS-344; Communications Management, GS-391; Purchasing, GS-1105; Printing Management, GS-1654; or others. The position is also excluded from the GS-303 series. The first exclusion of that series is for work which requires knowledge of specialized processes or subject matter for which a specialized series exists, e.g., the GS-305 Mail and File Series.

The knowledges required to perform the duties of the position are clearly identified with those covered by the GS-305 standard. The series coverage does include administration, supervision, or performance of that work. The occupational information contained in the standard indicates that some positions in this series include responsibility for observing operational systems and procedures and analyzing their content with a view toward installing new or revised systems or procedures, recommending changes, or recommending full scale system analyses by others.

The appellant's quality assurance evaluator work occupies a relatively small part of the time, i.e., estimates range from 10 to 25 percent. The appellant's role is to assure the two contract employees' work is performed in accordance with the performance requirements of the contract. He uses his knowledge of the regulations and procedures pertaining to the mail service to verify such things as timely placement in receptacles of the service members' mail; staffing of the customer service window during the appropriate hours; and assignment of mail receptacles, including withdrawing receptacles and changing combinations as appropriate. These checks are made by random samples, and items are readily verifiable. We view this work as basically supervisory in nature.

We find the GS-305 Mail and File Series appropriate for the appellant's position. We agree with the agency's determination that the appellant meets the minimum requirements for coverage under the General Schedule Supervisory Grade. The appropriate title is Mail Supervisor.

### **Grade Level Determination**

Both the position classification standard for the GS-305 series and the General Schedule Supervisory Guide will be used to determine the grade level of the position.

### ***Evaluation using GS-305 standard***

The GS-305 standard is written in Factor Evaluation System (FES) format and contains nine factors. A point value is assigned to each factor based on factor-level descriptions (FLD) in the standard. For a position to warrant a given point value, it must fully meet the overall intent of the FLD. If the position fails in any significant aspect to meet a particular FLD, the point value for the next lower level must be assigned. The total points assigned are converted to a grade by using a grade conversion table in the 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 (e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts) and the nature and extent of the skills needed to apply those knowledges. To be used as a basis for selecting a level under this factor, a knowledge must be required and applied.

At the 1-3 level, positions typically require a thorough knowledge of the functions performed within the units serviced, a thorough knowledge of the subject matter content of the materials being processed, and a thorough knowledge of correspondence procedures and filing systems characterized as "complex" in the Occupational Information section. This level also encompasses the degree of knowledge required by positions the duties of which involve a range of mail and file processes that may embrace the practical knowledge of records disposal procedures, mail systems procedures, etc., necessary to recognize problems within the unit and recommend improved procedures and methods to increase proficiency. In mail positions this knowledge enables the clerk to analyze and route materials to 150 or more discrete organizational units which may have close or overlapping functions when the subject matter of the materials may not be clearly identifiable and may pertain to matters of a substantive nature.

The appellant must have knowledge of Postal Service and Air Force regulations, guidance, and procedures pertaining to incoming and outgoing mail, both for official mail and personal mail for unaccompanied military service members living on base, to manage the operation of the BITC and monitor the operation of the contract PSC. He uses this knowledge to spot check work performed in both centers and to train employees assigned to the base's 57 mail distribution points and representatives of suboffices of those distribution points. The appellant works with security officers to develop local procedures to handle classified materials and monitors compliance with document security procedures. He maintains accountability for postal funds and metering equipment, monitors postal expenditures by organization, and provides cost estimates for budgeting purposes. He is responsible for the base locator service and serves as the local point of contact for the Air Force's functional address element system and addressing standards and abbreviation control systems. Although the mail operation does not involve 150 or more discrete organizational units, we find the knowledges of mail and correspondence procedures required to monitor operations and recommending changes in procedures, etc., are fully comparable to and do not significantly exceed the 1-3 level. 350 points are credited.

### *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.

At the 2-3 level, the employee receives general guidance from a supervisor who may be concerned with other functions and services in addition to mail and file. The employee independently plans and adjusts mail and file functions to meet the requirements of serviced units. The serviced units are concerned with new, emerging, or innovative programs which are subject to relatively constant change. The employee must independently recognize the need for and take action to adjust or change mail-processing procedures; to establish new file procedures or systems, and to otherwise adapt or change established procedures. The supervisor is normally consulted only when problems arise for which no guidance or precedents exist. Work is reviewed in terms of results achieved and the effect on resources and other administrative matters.

The appellant is supervised by a military officer who has responsibility for the military telecommunications system, the base network control center, records management, and systems security in addition to those of the appellant's administrative communications functions. The appellant manages the mail operations with considerable independence, consulting the supervisor only in the event of a problem or situation that

he cannot resolve at his level. We find the supervisory controls equate to the 2-3 level of the standard. 275 points are credited.

### *Factor 3, Guidelines*

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

Level 3-3 describes guidelines consisting of standing oral instructions and written guides which may not be applicable (and in some cases may not cover) an extensive range of varying operating situations. Significant judgment is required both to determine which of the guides to apply to specific cases and to adapt or improvise procedures to accommodate precedent-setting or unique situations. Written guides typically include various mail management or records management handbooks and manuals used in setting up initial mail and file services to serve new organizational requirements or to extensively modify existing services because of major deficiencies or system changes.

The appellant uses U.S. Postal Service, Department of Defense, and Air Force regulations and procedures and oral instructions to perform his work. He may develop, modify, or revise local installation procedures to implement those directives and instructions from higher levels and complete the work of the organization. Judgment is required to adapt procedures to specific situations at the installation. This factor equates to the 3-3 level. 275 points are credited.

### *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 in performing the work.

At the 4-3 level, positions require performance of a number of duties involving the full range of mail and file procedures in a work situation where there is typically a great variety in the materials received, great complexity of subject-matter materials, and processing actions. Work of this type involves multiple classifications, multiple indexes, multiple cross-referencing, and special searching when dealing with overlapping categories and diverse subject-matters, and recognition of the need for (and taking action to obtain) improvements in records or mail processing procedures; or work of similar difficulty.

As indicated, the appellant is responsible for overseeing the operation of the internal base distribution system as well as the contracted postal service for unaccompanied military personnel. He monitors the work accomplished by both military and contract mail clerks for quality, timeliness, and adherence to program/contract requirements. He

provides training to staff in the administrative distribution centers on mail processing requirements and the services to be provided. The appellant monitors postal costs and revises procedures as appropriate for more efficient service. The [AFB] has approximately 26 tenant organizations, including various engineering and test groups, some of which are located at remote locations from the main base. We find this factor equates to the 4-3 level. 150 points are credited.

#### *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.

At the 5-2 level, positions are concerned with work involving the improvement of methods or procedures affecting the overall efficiency of the mail and file unit; or work which involves determining and selecting appropriate materials to be made available to serviced units for their use. Performance affects the ability of personnel in the serviced units to perform their duties in an accurate manner, or provide services to others.

As indicated above, the purpose of the appellant's position is to supervise the operation of the mail services at the [AFB]. He develops and modifies local procedures and monitors costs to provide efficient and cost-effective service. Level 5-2 is met. 75 points are credited.

#### *Factor 6, Personal Contacts*

This factor includes face-to-face contacts and telephone and radio dialogue with persons not in the supervisory chain. Levels described 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.

At the 6-2 level, contacts are typically with personnel in the serviced units and may also include personnel outside the organization, i.e., U.S. Postal Service employees, personnel in administrative units of higher or subordinate levels of the same agency.

In addition to his subordinate staff, the appellant has contacts with staff from the administrative distribution offices; base security, transportation, budget, and contracting offices; and officials from the U.S. Postal Service. This fully equates to the 6-2 level. 25 points are credited.

### *Factor 7, Purpose of Contacts*

The purpose of personal contacts range from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, or objectives. The relationship of factors 6 and 7 presumes the same contacts will be evaluated for both factors.

At the 7-2 level, the standard describes contacts for the purpose of working with personnel in serviced units to resolve such operating problems as delays in receipt of materials, improperly coded or classified files or materials, and problems of similar difficulty, including inadequacy of existing file categories.

The appellant's contacts include providing factual information as typical of Level 7-1, resolving problems with mail receipt and distribution, conducting staff assessment visits to resolve questions and procedural problems, and performing quality assurance checks on the contact PSC to assess compliance with contract performance requirements. This meets the 7-2 level. 50 points are credited.

### *Factor 8, Physical Demands*

This factor covers the requirements and physical demands placed on the employee by the work assignment.

The appeal record indicates the work requires some physical exertion such as long periods of standing, recurring bending or stretching, or recurring lifting of moderately heavy equipment. The appellant indicated that when the military subordinates are assigned to training or other military exercises, he performs the mail distribution work. This may occur for a total of approximately one month per year. This level of physical demand is comparable to the 8-2 level. 20 points are credited.

### *Factor 9, Work Environment*

This factor considers the risks and discomforts in the physical surroundings or the nature of the work assigned and the safety regulations required.

Level 9-1 describes a situation where work is performed in an office setting that is adequately lighted, heated, and ventilated. We find this appropriate for the appellant's position. 5 points are credited.

### *Summary*

There is a total of 1225 points credited which equates to the GS-6 grade point range (1105 - 1350).



## ***Evaluation using General Schedule Supervisory Guide***

The General Schedule Supervisory Guide provides evaluation criteria for determining the grade level of supervisory positions in grades GS-5 to GS-15. To be covered by the Guide, the position must require accomplishment of work through combined technical and administrative direction of others; constitute a major duty occupying at least 25 percent of the position's time; and meet at least the lowest level of Factor 3 in the Guide based on supervising Federal civilian employees, Federal military or uniformed service employees, volunteers, or other noncontractor personnel. This guide uses a factor-point method that assesses six factors: program scope and effect, organizational setting, supervisory and managerial authority exercised, personal contacts, difficulty of typical work directed, and other conditions. The appellant's duties and responsibilities meet the criteria for coverage by this guide. Our evaluation of the appellant's supervisory responsibilities follows.

### ***Factor 1, Program Scope and Effect***

This factor assesses the general complexity, breadth, and impact of the program areas and work directed, including its organizational and geographic coverage. It also assesses the impact of the work both within and outside the immediate organization. To assign a factor level, the criteria dealing with both scope and effect, as defined, must be met.

- a. Scope addresses the general complexity and breadth of the program directed and the work directed, the products produced, or the services delivered. The geographic and organizational coverage of the program within the agency structure is included under scope.
- b. Effect addresses the impact of the work, the products, and/or the programs described under scope on the mission and programs of the customer, the activity, other activities in or out of government, the agency, other agencies, the general public, or others.

For scope, Level 1-1 indicates the work directed is procedural and routine and typically provides services or products to specific persons or small, local organizations. At Level 1-2, the work directed is administrative, technical, complex clerical, or comparable in nature. The functions, activities, or services provided have limited geographic coverage and support most of the activities comprising a typical agency field office, an area office, a small to medium military installation, or comparable activities within agency program segments.

The appellant directs the work of mail clerks, clerical work which is graded at the GS-3/4 level. That work does provide supporting services to individuals and the

organizations on the base. The work supervised is not of the level of complexity described by the 1-2 level. Level 1-2 is not fully met and Level 1-1 is credited for Scope.

Effect, at the 1-1 level, indicates the work directed facilitates the work of others in the immediate organizational unit, responds to specific requests or needs of individuals, or affects only localized functions. At the 1-2 level, services support and significantly affect installation level, area office level, or field office operations and objectives.

For the appellant's position, the provision of mail services affects the service members receiving personal mail as well as the organizations of the base and its tenant organizations. Mail distribution supports and facilitates the work of the various base operations. This work is most comparable to the 1-2 level for Effect.

To be credited for the factor, both elements must be credited at the 1-2 level. Therefore, Level 1-1 must be assigned for this factor. 175 points are credited.

### *Factor 2, Organizational Setting*

This factor considers the organizational situation of the position in relation to higher levels of management.

The appellant's position reports to the Information Systems Flight Commander, an Air Force captain, who is two or more levels below the first SES, flag, or general officer in the chain of command. This equates to Level 2-1. 100 points are credited.

### *Factor 3, Supervisory and Managerial Authority Exercised*

This factor covers the delegated supervisory and managerial authorities which are exercised on a recurring basis. To be credited with a level under this factor, a position must meet the authorities and responsibilities to the extent described for the specific level. Where authority is duplicated or not significantly differentiated among several organizational levels, a factor level may apply to positions at more than one organizational level.

Level 3-1 defines the basic requirements for coverage by the Guide. This level requires that authorities include all of the following: assign and review work daily, weekly, or monthly; assure that production and accuracy requirements are met; approve leave; recommend performance standards and ratings; and exercise four or five of the authorities and responsibilities at Level 3-2c (but do not fully meet the 3-2a, 3-2b, or 3-2c levels).

Level 3-2 requires that, in addition to meeting Level 3-1, the position must meet one of the paragraphs: a, b, or c. Paragraph a discusses production-oriented work and b describes situations where work is contracted out. Neither is appropriate for the appellant's position. At Level 3-2 c, the position must have responsibility for carrying out at least three of the first four, and a total of six or more of 10 authorities and responsibilities. These include:

1. planning work to be accomplished by subordinates, setting and adjusting short-term priorities, and preparing schedules for completion of work;
2. assigning work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees;
3. evaluating work performance of subordinates;
4. giving advice, counsel, or instruction to employees on both work and administrative matters;
5. interviewing candidates for positions in the unit; recommending appointment, promotion, or reassignment to such positions;
6. hearing and resolving complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager;
7. effecting minor disciplinary measures, such as warnings and reprimands, recommending other action in more serious cases;
8. identifying developmental and training needs of employees, providing or arranging for needed development and training;
9. finding ways to improve production or increase the quality of the work directed; and
10. developing performance standards.

The appellant supervises a total of four military personnel. At the time of the appeal, there were three airmen and one noncommissioned officer (NCO) assigned. The NCO, a staff sergeant, provides the immediate supervision to the airmen when she is available. The appellant makes work assignments, approves leave, exercises disciplinary control, and resolves minor complaints. He is authorized to issue counseling letters and letters of reprimand but more serious problems must be resolved through the military chain of command. He establishes performance standards, rates the performance of the NCO, and serves as reviewing official for the airmen. He is

responsible for assuring the military personnel receive the required training for their military speciality and provides on-the-job training. In addition, the appellant has oversight responsibility for the two contract employees working in the PSC. While he does not have a full supervisory role, he is responsible for monitoring the quality of the work performed to assure contract standards are met and that employees are properly trained to perform those duties. We find credit appropriate for responsibilities 1, 2, 3, 4, 6, 7, 8, 9, and 10. Level 3-2c is appropriate.

The appellant does not have an organization requiring subordinate supervisors or the additional delegations of authority to meet the 3-3 level. Level 3-2 is credited for 450 points.

#### *Factor 4, Personal Contacts*

This is a two-part factor which assesses the nature and purpose of personal contacts related to supervisory and managerial responsibilities.

##### *Subfactor 4A, Nature of Contacts*

This subfactor covers the organizational relationships, authority, or influence level, setting, and difficulty of preparation associated with making personal contacts involved in supervisory and managerial work. To be credited, the level of contacts must contribute to the successful performance of the work, be a recurring requirement, have a demonstrable impact on the difficulty and responsibility of the position, and require direct contact.

Level 4A-1 describes contacts with subordinates within the organization unit supervised, with peers who supervise comparable units within the larger organization, with union shop stewards, and/or the staff of administrative and other support activities when the persons contacted are within the same organization. Contacts are typically informal and occur in person at the work place, in routine meetings, or by telephone.

Level 4A-2 describes contacts with members of the business community or the general public; higher ranking managers, supervisors, and staff of program, administrative, and other work units and activities throughout the field activity, installation, or major organization level of the agency; representatives of local public interest groups; case workers in congressional district offices; technical or operating level employees of State and local governments; reporters for local or other limited media outlets reaching a small, general population. Contacts may be informal, occur in conferences and meetings, or take place through telephone, televised, radio, or similar contact, and sometimes require nonroutine or special preparation.

The appellant's contacts are with his employees; personnel in other Air Force units and tenant organizations serviced by the mail distribution function; officials from the security, transportation, budget, and contracting offices; and U.S. Postal Service officials. We find Level 4A-1 is exceeded and Level 4A-2 is appropriate. There is no indication of frequent contacts at the higher level as described at Level 4A-3. Level 4A-2 is credited for 50 points.

*Subfactor 4B, Purpose of contacts*

Level 4B-1 indicates the purpose of contacts is to discuss work efforts for providing or receiving services; to exchange factual information about work operations and personnel management matters; and to provide training, advice, and guidance to subordinates.

Level 4B-2 indicates the purpose of contacts is to ensure that information provided to outside parties is accurate and consistent; to plan and coordinate the work directed with that of others outside the subordinate organization; and/or to resolve differences of opinion among managers, supervisors, employees, contractors, or others.

The appellant's contacts are primarily for the purpose of providing or exchanging information, explaining the mail processing operations, and providing training to the military mail clerks and administrative distribution staff. This equates to the 4B-1 level. We do not find the advisory work involves the outside parties, coordination of work with outside organizations, or resolving differences as typical of the 4B-2 level. Level 4B-1 is credited for 30 points.

*Factor 5, Difficulty of Work Supervised*

This factor measures the difficulty and complexity of the basic work most typical of the organization directed, as well as other line, staff, or contracted work for which the supervisor has technical or oversight responsibility, either directly or through subordinate supervisors, team leaders, or others. This work must characterize the nature of the basic (mission oriented) nonsupervisory work performed and constitute 25 percent or more of the workload (not positions or employees) of the organization. The instructions indicate that trainee level positions be credited at the full performance level.

The appellant supervises the work of four military personnel: three airmen and one staff sergeant. The record shows the local civilian personnel office has equated those military positions to the GS-305-4 and GS-305-5 level, respectively. The highest level of base work supervised is GS-4. This equates to Level 5-2 and 205 points are credited.

### *Factor 6, Other Conditions*

This factor measures the extent to which various conditions contribute to the difficulty and complexity of carrying out supervisory duties, authorities, and responsibilities. Conditions affecting work for which the supervisor is responsible may be considered if they increase the difficulty of carrying out assigned supervisory or managerial duties and authorities.

Level 6-1 indicates the work supervised or overseen involves clerical, technician, or other work comparable in difficulty to the GS-6 level or lower. This could vary from basic supervision over a stable workforce performing work operations that are routine, to a level of supervision which requires coordination within the unit to ensure that timeliness, form, procedure, accuracy, quality, and quantity standards are met in individual cases.

The base level of work overseen by the appellant is GS-4. He does not have the full and final technical authority over the work, as defined by the 6-2 level, or subordinate supervisors comparable to GS-6 or lower, requiring coordination of subordinate units. Level 6-1 is credited for 310 points.

The instructions in the Guide indicate that, if this level is credited at 6-3 or lower, the Special Situations section must be examined. These situations may complicate supervisory and oversight work. If three or more of these situations are creditable, a single level may be added to that previously credited for Factor 6.

#### *1. Variety of Work*

There is only one kind of work performed. Credit is not appropriate.

#### *2. Shift Operations*

The work situation does not involve at least two fully staffed shifts. No credit is appropriate.

#### *3. Fluctuating Work Force or Constantly Changing Deadlines*

Fluctuating work force may be credited when there are large fluctuations in size, e.g., when there are significant seasonal variations in staff, and these fluctuations impose on the supervisor a substantially greater responsibility for training, adjusting assignments, or maintaining a smooth flow of work while absorbing and releasing employees. While there is frequent turnover among the military positions, e.g., assignments range from 12 to 18 months, the size of the appellant's work force has remained fairly constant. This situation is not creditable for the position.

Constantly changing deadlines may be credited when frequent, abrupt, and unexpected changes in work assignments, goals, and deadlines require the supervisor to constantly adjust operations under the pressure of continuously changing and unpredictable conditions. This aspect is not creditable for the appellant's position.

#### *4. Physical Dispersion*

This situation may be credited when a substantial portion of the workload is regularly carried out at one or more locations which are physically removed from the main unit under conditions which make day-to-day supervision difficult to administer. Although at least two of the military clerks are making mail distributions around the installation for some hours of each workday, this does not make supervision more difficult. There is a scheduled route and a timetable for its completion. We do not find this situation creditable.

#### *5. Special Staffing Situations*

This situation may be credited when (1) a substantial portion of the work force is regularly involved in special employment programs, (2) requirements for counseling and motivational activities are regular and recurring, and (3) job assignments, work tasks, working conditions, and/or training must be tailored to fit the special circumstances. Credit is not appropriate since none of these conditions exist for the appellant's position.

#### *6. Impact of Specialized Programs*

Credit may be given when supervisors are responsible for significant technical or administrative workload in grades above the base level credited in Factor 5. The appellant does not supervise any workload above the base level; therefore, credit is not appropriate.

#### *7. Changing Technology*

This may be credited when work processes and procedures vary constantly because of the impact of changing technology, creating a requirement for extensive training and guidance of staff. There is no indication of constantly changing technology in the appellant's work operation, although costs are now tracked through a computer data base system. Credit is not appropriate.

#### *8. Special Hazard and Safety Conditions*

This may be credited when supervision is regularly made more difficult by the need to provide for significant unsafe or hazardous conditions occurring during the performance of the organization's work. No credit for this situation is appropriate.

None of the special situations are creditable for the appellant's position, and Factor 6 remains credited at the 6-1 level for 310 points.

### *Summary*

By comparison with the criteria in the Guide, there are 1320 points credited. This total falls within the grade point range for the GS-6 grade level (1105 to 1350).

### **Decision**

By comparison with both the GS-305 Mail and File Series and the General Schedule Supervisory Guide, we find the position properly classified as Mail Supervisor, GS-305-6.