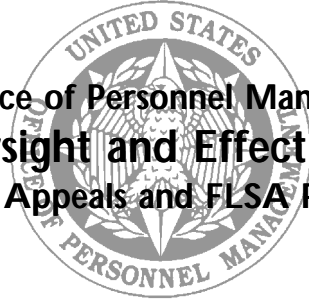


U.S. Office of Personnel Management  
Office of Merit Systems Oversight and Effectiveness  
Classification Appeals and FLSA Programs



Philadelphia Oversight Division  
600 Arch Street, Room 3400  
Philadelphia, PA 19106-1596

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

**Appellant:** [appellant's name]

**Agency classification:** Supervisory Electronics Technician  
GS-856-11

**Organization:** Field Service Division  
Directorate of Communications Systems  
[name] Army Depot  
U.S. Department of the Army  
[location]

**OPM decision:** Supervisory Electronics Technician  
GS-856-11

**OPM decision number:** C-0856-11-01

\_\_\_\_\_  
Robert D. Hendler  
Classification Appeals Officer

\_\_\_\_\_  
/s/ 11/16/99  
Date

As provided in section 511.612 of title 5, Code of Federal Regulations (CFR), 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 (PCS's), appendix 4, section G (address provided in appendix 4, section H).

### **Decision sent to:**

PERSONAL  
[appellant's name]  
[appellant's address]

Chief, Civilian Personnel  
Advisory Center  
[name] Army Depot  
[address]  
[location]

Director, U.S. Army Civilian Personnel  
Evaluation Agency  
Crystal Mall 4, Suite 918  
1941 Jefferson Davis Highway  
Arlington, VA 22202-4508

Chief, Position Management and  
Classification Branch  
Office of the Assistant Secretary  
Manpower and Reserve Affairs  
200 Stovall Street, Suite 5N35  
Alexandria, VA 22332-0340

Chief, Classification Branch  
Field Advisory Services Division  
Defense Civilian Personnel  
Management Service  
1400 Key Boulevard, Suite B-200  
Arlington, VA 22209-5144

Chief, Classification Division  
Northeast Civilian Personnel  
Operations Center  
314 Exchange Road, P.O. Box 6000  
Aberdeen Proving Ground, MD 21005

## **Introduction**

On September 21, 1999, the Philadelphia Oversight Division of the U.S. Office of Personnel Management (OPM) accepted a classification appeal from [appellant's name]. His position is classified as Supervisory Electronics Technician, GS-856-11 (position description (PD) #A192163). The appellant, however, believes the classification should be Supervisory Electronics Technician, GS-856-12, or Supervisory Equipment Specialist, GS-1670-12. The position is located in the Tobyhanna Army Depot, Communications Systems Directorate, Field Service Division. We have accepted and decided his appeal under section 5112 of title 5, United States Code (U.S.C.).

## **General issues**

The appellant makes various statements in his appeal about the adequacy of the installation's evaluation of his position. In his original appeal letter of August 23, 1999, the appellant states that in November 1998, he requested a desk audit by his activity. He states that at that time the main focus of his agency's human resources office review was on Factor 6, because crediting special situations would change the grade from GS-11 to GS-12. In July 1999, he was notified in writing by his agency that the grade was sustained at the GS-11 grade level, with Factor 1, Scope and Effect, as the most significant issue, and because of the GS-9 grade level of work supervised. He was advised of his rights to appeal to OPM.

The appellant disagrees with the agency's evaluation of his position, and refuses to certify the accuracy of the PD of record. He believes applying the General Schedule Supervisory Guide (GSSG) should result in the crediting of Levels 1-3 and 3-3. His rationale suggests that Level 5-6 should be credited due to his supervising three GS-10 positions. The appellant claims the crediting of Level 6-3 and three Special Situations, (Variety, Constantly Changing Deadlines, and Physical Dispersion), should warrant the crediting of Level 6-4.

His rationale is based on the fact that there have been three major reorganizations, resulting in removal of one level of supervision and consolidation of all field support projects under one supervisor. His title and grade have remained the same although he was originally a section chief, then a branch chief and now a division chief. In 1998, three Lead Electronics Technician, GS-856-10 positions were established under his supervision. His immediate supervisor's position is now classified as an Industrial Operations Manager, GS-1101-13, so the appellant believes there is no longer any opportunity for him to progress up the supervisory chain. The appellant also believes the position might be classified as an Equipment Specialist (Electronics), GS-1670, because of the variety of projects under his supervision.

These submissions have raised procedural issues warranting clarification. All positions subject to the Classification Law contained in title 5, U.S.C., must be classified in conformance with published OPM PCS's or, if there are no directly applicable PCS's, consistently with PCS's for related kinds of work. Therefore, other methods or factors of evaluation are not authorized for use in determining the classification of a position, e.g., comparison to other positions that may

or may not have been classified correctly. Career progression concerns also are not germane to the classification process.

The classification appeal process is a de novo review that includes a determination as to the duties and responsibilities assigned to the appellant's position and performed by the appellant, and constitutes the proper application of PCS's to those duties and responsibilities. This decision sets aside any previous agency decisions. We have evaluated the work assigned by management and performed by the appellant according to these requirements. In reaching our decision, we carefully reviewed the information provided by the appellant and his agency, including his PD of record. In addition, we conducted a telephone audit with the appellant and a telephone interview with his immediate supervisor, [supervisor's name], the Directorate Chief, on October 14, 1999.

### **Position information**

The PD of record states and our fact finding confirmed that the appellant serves as Chief of the Field Service Division under the general direction of the Director of Communications Systems. The functional responsibilities include the scheduled depot level maintenance and emergency repair of two complex electronic communications systems and related communications supporting equipment located at various sites world-wide. The AN/TYC-39A is a 48 Line Telephone Message Switch allowing the interconnection of analog and digital voice and data, encrypted and unencrypted subscribers, and Packet Switching data communication. It is maintained by an Uninterrupted Power System which converts AC into DC to produce all voltages needed to operate the switch and charge a battery back-up system.

The appellant supervises and directs a staff of approximately 18 GS-9 grade level Electronics Technicians, GS-856, and three GS-10 Lead Electronics Technicians, GS-856. The staff is in travel status more than 50 percent of the time to continental United States and outside of continental United States sites. The appellant assigns employees on the basis of workload requirements, individual capabilities, nature of unusual projects, deadlines, etc. He provides guidance in resolving difficult problems; investigates delays and notifies superior of problems affecting the Directorate. He schedules the preventive maintenance and emergency workload among the three teams, assigning work on the Depot Overhaul Program to fill in non-travel time. He provides cost estimates to customer agencies such as the U.S. Army Communications and Electronics Command (CECOM), Army Reserves, Army National Guard, and Air Force National Guard. He develops performance standards, evaluates employees, interviews candidates and recommends selection, promotion, training, awards and disciplinary actions, and approves leave. The appellant occasionally travels to the customer agencies to meet new managers, resolve problems, and maintain good relations so as to be competitive with private contractors and retain the Government business.

Our fact finding revealed that the PD of record contains the major duties and responsibilities that the appellant performs and is hereby incorporated by reference into this decision. We find the

appellant's description of work, proposed as an alternative to the PD of record, does not accurately reflect the work assigned to and performed by the appellant as discussed below.

### **Series, title, and guide determination**

The Electronics Technician Series, GS-856 includes positions that require the knowledge of the techniques and theories characteristic of electronics; the ability to apply that knowledge to duties involved in engineering functions such as design, development, testing, installation and maintenance of electronic equipment; and a knowledge of the capabilities, limitations, operations, design characteristics, and functional use of a variety of types and models of electronic equipment and systems. The work that the appellant supervises includes the testing, installation and maintenance of electronic communications equipment and systems and requires the knowledge and application of the techniques, theories and functional use of those systems. This work is specifically covered by the GS-856 series.

The Equipment Specialist Series, GS-1670 includes positions that require an intensive knowledge of equipment in order to collect, analyze, interpret and provide specialized information to those who design, test, produce, procure, supply, operate, repair or dispose of equipment; and to identify solutions to engineering design and manufacturing defects and recommend use of substitute testing or support equipment; or develop, or revise equipment maintenance programs and techniques. The appellant's duties do not require him to provide specialized information or solutions to engineering design or manufacturing problems. He schedules already established maintenance programs rather than developing or revising equipment maintenance programs. In addition, the Equipment Specialist Series, GS-1670 specifically excludes work when it involves primarily performing or supervising non-professional work such as evaluating, testing or maintaining equipment which is the kind of work that the appellant supervises. Therefore, the position is properly allocated to the Electronics Technician Series, GS-856 series.

The agency has determined that the primary and paramount work performed is supervisory in nature and is evaluated properly by application of the GSSG. The appellant agrees, and we concur. Based on the titling practices in the GS-856 PCS, the position is allocated properly as Supervisory Electronics Technician, GS-856.

### **Grade determination**

The GSSG is used to grade supervisory work and related managerial responsibilities that require accomplishment of work through the 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 GSSG based on supervising Federal civilian employees, Federal military or uniformed service employees, volunteers, or other noncontractor personnel.

GSSG instructions stipulate that supervisory duties are to be evaluated by comparing them with each factor. Points are credited to a position for the highest factor level that is met according to

the instructions specific to each factor level. For a position factor to warrant a given point value, it must be **fully** equivalent to the overall intent of the selected factor level description. If the position fails in any significant aspect to meet a particular factor level description, the point value for the next lower factor level must be assigned, unless the deficiency is balanced by an equally important aspect that meets a higher level. If one level of the factor is exceeded, but the next higher level is not met, credit is to be given for the lower level involved. The total points are accumulated under all factors and converted to a grade level based on application of the Point-to-Grade Conversion Table.

The appellant's GSSG rationale addressed all six GSSG factors, and claimed proper application of the GSSG should result in the crediting of Factor Levels 1-3, 2-1, 3-3, 4A-2, 4B-2, 5-6, and 6-4. He disputed the agency's crediting of Levels 1-2, 3-2, 5-5, and 6-3. He did not disagree with the agency's crediting of Levels 2-1, and Subfactors 4A-2 and 4B-2. Based on our review of the record, we find that the position is credited properly at Level 2-1, 4A-2, and 4B-2, and have so credited the position. Our analysis addresses the remaining factors.

### *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. In applying this factor, we must consider all program areas, projects, and work assignments the supervisor technically and administratively directs, including those accomplished through subordinate General Schedule employees, Federal Wage System employees, military personnel, contractors, volunteers, and others. To assign a factor level, the criteria dealing with both scope and effect must be met.

#### *Scope*

This element addresses the general complexity and breadth of the program (or program segment) directed; and the work directed, the products produced, or the services delivered. The geographic and organizational coverage of the program (or program segment) within the agency structure is included under Scope.

Level 1-3 includes providing complex administrative, technical, or professional services having coverage that encompasses a major metropolitan area, State, or a small region of several States; or, when most of the area's taxpayers or businesses are covered, coverage comparable to a small city. Illustrative of such work is providing services directly to the general public by furnishing a significant portion of the agency's line program to a moderate sized population of clients. The size of the serviced population is **the equivalent** of a group of citizens and/or businesses in several rural counties, a small city, or a portion of a larger metropolitan area. Depending on the total population serviced by the agency and the complexity and intensity of the service itself, however, the serviced population may be concentrated in one specific geographic area, or involve a significant portion of a multistate population, or be composed of a comparable group.

In assessing Scope, care must be exercised to assure the full workload of an organization is identified and evaluated properly. The primary and paramount functions that the appellant's component performs are regularly scheduled depot level maintenance and occasional emergency repair.

The GSSG requires that a program segment directed at Level 1-3 must meet the full intent of that level. The illustrations in the GSSG make it clear that engineering and equivalent technical functions at Level 1-3 are of significant breadth and complexity; i.e., directing design, oversight, **and** related services for the construction of complex facilities at multiple sites that are essential for the field operations of one or more agencies throughout several states. The appellant's assigned operations, however, are equivalent to one aspect of that program segment. While he provides support to geographically dispersed facilities, these maintenance and repair functions are not equivalent to the full scope of the engineering, oversight, maintenance, and repair functions illustrated in that example and intended at Level 1-3. The GSSG recognizes in the last illustration at Level 1-2 that a component of a program or a program segment warrants evaluation at Level 1-2: i.e., "Directs operating program segment activities comparable to those above but found at higher organizational levels in the agency, for example, the section or branch level of a bureau." The appellant directs the field service maintenance segment of the Directorate of Communications program. It is the Directorate program that warrants Level 1-3, with the Division program at Level 1-2.

Furthermore, the program segment component supervised by the appellant provides a limited amount of complex technical services within the meaning of the GSSG. OPM guidance defines complex technical work as starting at the GS-9 grade level for purposes of applying the GSSG. Design and oversight of construction of complex facilities are at a higher level than preventive maintenance. Information provided by the appellant and his supervisor shows that although the scope of the program supervised is broad, the intent is to ensure uninterrupted communications through scheduled depot level maintenance and emergency repair. This does not meet the complexity of work found at Level 1-3. Since the maintenance service function supervised does not meet Level 1-3 fully, it must be evaluated at Level 1-2.

### *Effect*

This element addresses the impact of the work, the products, and/or the programs described under Scope on the mission and programs of the customer(s), the activity, other activities in or out of government, the agency, other agencies, the general public, or others.

At Level 1-3, the activities, functions, or services accomplished directly and significantly impact a wide range of agency activities, the work of other agencies, or the operations of outside interests, e.g., a segment of a regulated industry, or the general public. At the field activity level, involving a large, complex multimission organization or very large serviced populations, the work directly involves or substantially impacts the provision of essential support operations to numerous, varied, and complex technical, professional, and administrative functions.

As discussed previously, services are directed primarily at a client group within the Armed Forces, Reserves and National Guard. However, the preventive maintenance operations cannot be construed as providing the full impact and effect of services contemplated at Level 1-3, e.g., the impact of the full range of design, oversight, **and** related services for the construction of complex facilities as discussed previously in this decision. Based on the foregoing, we find the technical services provided fall short of Level 1-3 and, therefore, must be evaluated at Level 1-2.

Therefore, because the position meets Level 1-2 for both Scope and Effect, it is evaluated at Level 1-2 (350 points).

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

This factor covers the delegated supervisory and managerial authorities that 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. Levels under this factor apply equally to the direction of specialized program management organizations, line functions, staff functions, and operating and support activities. 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.

The agency has credited Level 3-2. The incumbent claims that in addition to the authorities and responsibilities found at Level 3-2c, the positions meets Level 3-3.

To meet Level 3-3 (775 points), a position must meet paragraph a or b below:

- a. Exercise delegated managerial authority to set a series of annual, multi-year, or similar types of long-range work plans and schedules for in-service or contracted work. Assure implementation (by lower and subordinate organizational units or others) of the goals and objectives for the program segment(s) or function(s) they oversee. Determine goals and objectives that need additional emphasis; determine the best approach or solution for resolving budget shortages; and plan for long range staffing needs, including such matters as whether to contract out work. These positions are closely involved with high level program officials (or comparable agency level staff personnel) in the development of overall goals and objectives for assigned staff function(s), program(s), or program segment(s). For example, they direct development of data; provision of expertise and insights; securing of legal opinions; preparation of position papers or legislative proposals; and execution of comparable activities which support development of goals and objectives related to high levels of program management and development or formulation.

Our fact finding revealed that substantial program authority is retained at the Directorate level. The record shows that while the appellant participates in program planning within the Division,



by working with the production planning and control staff, he is not delegated managerial authority to set a series of multi year, or similar types of long-range work plans and schedules, including signatory authority on program direction. Those functions are retained at the Directorate level. While the record shows the Directorate Chief relies upon the appellant's expertise in managing scheduled depot level maintenance operations, the scope of program management responsibilities implicit at Level 3-3a is not vested in the appealed position. At Level 3-3a, the GSSG refers to assuring implementation (by lower and subordinate organizational units) of the goals and objectives for the program segments or functions they oversee. Since the appellant does not operate through subordinate units or make decisions on the range of program goals and objectives controlled at Level 3-3a, his position does not meet these requirements. In addition, while he provides recommendations and important input on the need to fill vacant or additional positions, his position is not delegated authority to determine how to resolve budget shortfalls or approve additional staffing needs inherent at Level 3-3a. The appellant does not routinely advise high-level program officials or comparable agency-level (i.e., Army Headquarters) in the development of basic Directorate or major program segment goals and objectives as discussed under Factor 1. Any recommendations that he may provide on such matters must flow through the Directorate, further limiting consideration of this aspect of the factor level. Accordingly, we find that the position does not meet Level 3-3a.

- b. Exercise all or nearly all of the delegated supervisory authorities and responsibilities described at Level 3-2c of this factor, which you do; and, in addition, at least eight of the following *responsibilities*. In keeping with the threshold nature of the GSSG, a *responsibility* must be fully met to be credited.
  1. Using any of the following to direct, coordinate, or oversee work: supervisors, leaders, team chiefs, group coordinators, committee chairs, or comparable personnel; and/or providing similar oversight of contractors;
  2. Exercising significant responsibilities in dealing with officials of other units or organizations, or in advising management officials of higher rank;
  3. Assuring reasonable equity (among units, groups, teams, projects, etc.) of performance standards and rating techniques developed by subordinates or assuring comparable equity in the assessment by subordinates of the adequacy of contractor capabilities or of contractor completed work;
  4. Direction of a program or major program segment with significant resources (e.g., one at a multimillion dollar level of annual resources);
  5. Making decisions on work problems presented by subordinate supervisors, team leaders, or similar personnel, or by contractors;

6. Evaluating subordinate supervisors or leaders and serving as the reviewing official on evaluations of nonsupervisory employees rated by subordinate supervisors;
7. Making or approving selections for subordinate nonsupervisory positions;
8. Recommending selections for subordinate supervisory positions and for work leader, group leader, or project director positions responsible for coordinating the work of others, and similar positions;
9. Hearing and resolving group grievances or serious employee complaints;
10. Reviewing and approving serious disciplinary actions (e.g., suspensions) involving nonsupervisory subordinates;
11. Making decisions on non-routine, costly, or controversial training needs and training requests related to employees of the unit;
12. Determining whether contractor performed work meets standards of adequacy necessary for authorization of payment;
13. Approving expenses comparable to within-grade increases, extensive overtime, and employee travel;
14. Recommending awards or bonuses for nonsupervisory personnel and changes in position classification, subject to approval by higher level officials, supervisors, or others;
15. Finding and implementing ways to eliminate or reduce significant bottlenecks and barriers to production, promote team building, or improve business practices.

The record shows that the appellant exercises nearly all the supervisory responsibilities described at Level 3-2c, which are incorporated by reference into this decision. We find that *responsibility 1* is credited properly to the position since the appellant's workload is sufficiently large and complex to involve managing scheduled maintenance and emergency repairs by using the equivalent of three leaders to meet the minimum requirements of *responsibility 1*. The appellant routinely deals with officials of other units and in organizations in the customer agencies serviced, e.g., higher graded civilian officials in CECOM at Fort Monmouth, and overseas military officials including depot Commanders. However, this advice is on well-defined issues, including soliciting feedback on the quality of services provided. This fails to meet the intensive advisory services, e.g., recommending significant reprogramming of resources, intended in *responsibility*

2. Since the appellant is the first level supervisor of the unit, none of his subordinates develop performance standards and rating techniques within the meaning of *responsibility 3*.

Based on our fact finding, *responsibility 4* is not creditable in that the appellant does not direct a major program segment that involves an expenditure at a multimillion dollar level of annual resources. The figures provided show the appellant's budget for salaries is \$839,000 and for overtime is \$196,000; the cost center budget, including overhead, training, travel, personal benefits and other services is \$1.99 million, with actual expenditures at \$2.07 million for FY 99. This is not multimillion within the meaning of the GSSG. In contrast, the Directorate resources of \$19 million and decision making authority would satisfy the intent of *responsibility 4*. The appellant makes decisions on work problems presented by work/task leaders, which meets the intent of *responsibility 5*. Because the appellant has no subordinates who function as full rating officials, the position may not be credited with *responsibility 6*. The supervisor stated and human resources office records show that the appellant has signatory authority to make or approve selections for subordinate non-supervisory positions, although the Directorate Chief does initial the selection. This warrants the crediting of *responsibility 7*.

*Responsibility 8* may not be credited to the position in that the appellant has no subordinate supervisory positions to fill. The position was credited with resolving initial complaints under item 6 in Level 3-2c, but formal hearings for resolving group grievances or serious complaints are the responsibility of the Directorate Chief. The record does not show that the appellant routinely deals with such issues and, as the first formal step in the grievance process, the intent of *responsibility 9* is not met. The record shows that the approval authority for serious disciplinary actions is retained at the Directorate, precluding the crediting of *responsibility 10*.

Our fact finding revealed that the appellant makes decisions primarily on technical training. Non-routine, costly, or controversial training within the meaning of the GSSG, e.g., long term management or executive leadership training programs are controlled at and above the Directorate level. Because *responsibility 11* is not fully met, it may not be credited to the appealed position. Since the appellant does not deal with contractor work, *responsibility 12* cannot be credited. Our fact finding revealed that the appellant is authorized to approve expenses comparable to within-grade increases, approve employee travel, and approve extensive overtime funds, resulting in the crediting of *responsibility 13*.

Information provided at our request shows that most substantial monetary awards are generated by the Commander on a depot-wide basis, so that the appellant may only recommend on-the-spot with a \$250 maximum or special act awards. Based on the limited number of standard positions supervised; i.e., one PD covers all GS-9 subordinates and one PD covers all GS-10 subordinates, the appellant does not routinely deal with the position classification and attendant position management issues contemplated in this *responsibility*. Because *responsibility 14* is not met fully, it may not be credited to the appealed position. The appellant's field service program requires rescheduling in order to accommodate emergency repairs. These are not considered bottlenecks, as in production activity, as they are intrinsic in the nature of cyclic repair work. While there

is program reliance on effective team building and management, the intent of *responsibility* 15 in routinely developing and implementing significant changes to business practices is not fully met and is therefore not creditable to the appealed position.

In summary, we find responsibilities 1, 5, 7, and 13 are creditable to the appealed position. These four *responsibilities* fail to meet the eight element requirement for crediting the position at Level 3-3b. Accordingly, the position is credited properly at Level 3-2c (450 points).

#### *Factor 5, Difficulty of Typical Work Directed*

This factor measures the difficulty and complexity of the basic work most typical of the organization(s) 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.

For first level supervisors, the level selected is the highest grade which:

- best characterizes the nature of the basic (mission oriented) nonsupervisory work performed or overseen by the organization directed; and
- constitutes 25 percent or more of the workload (not positions or employees) of the organization.

This means that 25 percent or more of the nonsupervisory duty hours of subordinates and others (based on estimates derived from position descriptions, supervisors, staffing studies, or contract documents) is expended on work at or above the base level credited, or, where extensive contract work is overseen, that 25 percent or more of the dollars spent on human services is for work at or above that level. It includes the workload of General Schedule subordinates, Federal Wage System employees, assigned military, volunteers, student trainees or non-Federal workers, such as contractor employees, State and local workers, or similar personnel.

In determining the highest level of work that constitutes at least 25 percent of workload or duty time, trainee, developmental, or other work engineered to grades below normal full performance levels is credited at full performance levels. Excluded from consideration are:

- o the work of lower level positions that primarily support or facilitate the basic work of the unit;
- o any subordinate work that is graded based on criteria in this guide (i.e., supervisory duties) or the General Schedule Leader Grade Evaluation Guide;
- o work that is graded based on an extraordinary degree of independence from supervision, or personal research accomplishments, or adjust the grades of such

work, for purposes of applying this guide, to those appropriate for performance under "normal" supervision;

- o work for which the supervisor or a subordinate does not have the responsibilities defined under Factor 3.

The agency has evaluated this factor at Level 5-5 (650 points) using the base level of grade GS-9, concluding that work represented the basic work of the organization and constituted 25 percent or more of the workload. The appeal rationale suggests that the appellant believes the grade should be higher, but there is no evidence to support a GS-11 base level. The classification appeal process for supervisory positions accepts that subordinate positions are classified properly unless the appeal record contains contrary clear and convincing evidence. Such evidence is not present in the record.

Critical in the application of the GSSG, is the specific exclusion of work leader positions; i.e., positions that share in the management of the organization as discussed above. The record shows that the GS-10 level positions in the unit are evaluated at that level based on work leader duties. Therefore, they would not meet the requirements for base level work. Moreover, both GS-9 and GS-10 are credited at Level 5-5 in the GSSG. Accordingly, the position is credited properly at Level 5-5 (650 points).

#### *Factor 6, Other Conditions*

This factor measures the extent to which various conditions contribute to the difficulty/complexity of carrying out supervisory duties, authorities, and responsibilities. Conditions affecting work for which the supervisor is responsible (whether performed by Federal employees, assigned military, contractors, volunteers, or others) may be considered if they increase the difficulty of carrying out assigned supervisory or managerial duties and authorities.

To evaluate Factor 6, two steps are used. First, the highest level that a position meets fully is initially credited. Then, if the level selected is either 6-1, 6-2, or 6-3, the Special Situations listed after the factor level definitions are considered. If a position meets three or more of the situations, then a single additional level is added to the level selected in the first step. If the level selected in the first step is either 6-4, 6-5, or 6-6, the Special Situations may not be considered in determining whether a higher factor level is creditable.

The agency evaluated the position at Level 6-3a (975 points) based on the appellant's supervising of GS-9 grade level work. Typical of that level, the appellant is responsible for the planning, scheduling, and conducting of cyclical depot level maintenance and emergency repairs, and the effective management and coordination of resources. The appellant has not contested this determination. However, he claims crediting of three Special Situations: Variety of Work; Fluctuating Work Force or Constantly Changing Deadlines; and Physical Dispersion, should result in the crediting of Level 6-4 (1,120 points).

*Variety of Work:*

This situation is credited when more than one kind of work, each representing a requirement for a distinctly different additional body of knowledge on the part of the supervisor, is present in the work of the unit. A “kind” of work usually will be the equivalent of a classification series, requiring substantially full qualification in distinctly separate areas. The work supervised is classified to a single occupation, the Electronics Technician, GS-856 series. One project deals with multiple switching systems and the other with uninterruptible power supply systems. They do not require full qualification in distinctly different areas as defined in this situation. Therefore, this situation may not be credited.

*Fluctuating Work Force or Constantly Changing Deadlines:*

Fluctuating Workforce is credited when the workforce supervised by the position has 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. Constantly Changing Deadlines are credited when frequent, abrupt, and unexpected changes in work assignments, goals, and deadlines require the supervisor constantly to adjust operations under the pressure of continuously changing and unpredictable conditions.

The appellant’s workforce is relatively stable in size and is not affected by seasonal variations. The record does not show that the unit has problems in maintaining a smooth flow of work due to absorbing and releasing employees. The appellant is required to make changes in work assignments when emergency repairs have to be integrated into the scheduled maintenance. That is an intrinsic part of the division’s program. The division is resourced so that assignments can be shifted to deal with emergency repairs. However, this involves dealing with a constant staff and does not require additional training to cope with the emergency work. Resource change is based on historical information and is planned for in annual work scheduling. Work assignment, goals and deadline changes are not sufficiently frequent and abrupt within the meaning of the GSSG to warrant the crediting of this situation.

*Physical Dispersion*

Physical Dispersion is credited when a substantial portion of the workload for which the supervisor is responsible 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. Since more than 50 percent of the work is performed at other locations nationwide and in foreign countries, and requires substantial coordination to respond to emergency calls, including travel and overtime, this situation is credited to the appealed position.

Since the position is only credited with one special situation, the position remains properly credited at Level 6-3a (975 points).

### Summary

In summary, we have evaluated the position as follows:

Factor	Level	Points
1	1-2	350
2	2-1	100
3	3-2c	450
4A	4A-2	50
4B	4B-2	75
5	5-5	650
6	6-3a	975
	Total:	2650

The total of 2650 points falls within the GS-11 point range of 2355-2750 points in the GSSG Point-to-Grade Conversion Chart. Therefore, the position is evaluated properly to the GS-11 grade level by application of the GSSG.

### Decision

The position is classified properly as Supervisory Electronics Technician, GS-0856-11.