

# Position Classification Standard for Equipment Operator Series, GS-0350

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## SERIES DEFINITION

This series covers positions that involve supervising, leading, or operating microfilm equipment, peripheral equipment, mail processing equipment, duplicating equipment, and copier/duplicating equipment requiring a knowledge of the operating characteristics of the equipment and controls, the skill and knowledge to set up and adjust the equipment and controls to produce acceptable products or services on a timely basis, and the skill to perform normal operator maintenance.

This standard supersedes and is to be substituted for the standard for the Office Machine Operating Series, GS-0350, issued December 1960, and the Peripheral Equipment Operator section within the Computer Operator Standard, GS-0332, issued December 1968.

## EXCLUSIONS

Positions involving the following types of work are excluded from this series:

1. Positions operating keyboard-controlled machines to transcribe or verify data in a form that can be used in automated data processing systems. Such positions are classified in the [Data Transcriber Series, GS-0356](#).
2. Positions in which equipment operating duties are combined with other duties requiring a higher degree of clerical, administrative, or technical knowledges such that the equipment operating duties do not constitute the primary basis for recruitment, or do not represent the primary basis for establishing the position. Such positions are classified in the [Mail and File Series, GS-0305](#), [Miscellaneous Clerk and Assistant Series, GS-0303](#); or in other series which are appropriate.
3. Positions which primarily involve operating equipment such as automatic or semi-automatic typewriters, calculators, electric accounting machines, dictating machines, bookkeeping machines, or tabulating equipment for which specialized series have been established.
4. Positions engaged in the operation of the control console of a digital computer system. Also, computer operator trainee positions which include the operation of peripheral computer equipment in conjunction with computer operator training. Such positions are classified in the [Computer Operation Series, GS-0332](#).
5. Positions which involve technical support work in computer systems. The principal requirement for positions in this series is: (a) a knowledge of computer language techniques; or (b) a knowledge of computer production requirements to schedule or control the use of disks, tapes, and equipment inputs and outputs. Such positions are classified in the [Computer Clerk and Assistant Series, GS-0335](#).

6. Positions for which the paramount qualification requirements are skill and experience in recognized trades, crafts, or manual labor occupations are exempt from the General Schedule and are classified in the Federal Wage System or other systems as appropriate. (Note -- There are instances in which work characteristic of that described in this standard is performed by employees in positions properly classified under the Federal Wage System. As a result, positions involving the operation of identical or essentially similar equipment have received different pay and classification treatment. Therefore, prior to distinguishing between equipment operator positions covered by this standard and those exempt from the General Schedule, consult the section on "Pay Category Determination" in this standard.)

## TITLES

This basic title designated for non-supervisory positions in this standard is Equipment Operator. In addition to the basic title, a special designator is required to identify the particular category of equipment operated, e.g., duplicating, peripheral. The special designator will precede the basic title, e.g., Mail Processing Equipment Operator, Copier/Duplicating Equipment Operator, Duplicating Equipment Operator.

The purpose of special designators is limited to titling positions in this series. They are not to be used for series or pay category determinations.

The following paragraphs illustrate those categories of equipment for which special designators have been authorized. No other designators may be used. The most common types of equipment within each category are grouped under the appropriate special designator. Some types of equipment may be found to be common in more than one category. The equipment listed for each category is not intended to be all inclusive of the equipment operated in a particular category of equipment.

### **Microform**

Planetary cameras, rotary cameras, step and repeat cameras, automated microfilm processors, roll-to-roll duplicators, fiche-to-fiche duplicators, reader printers, aperture card mounters, and computer output microfilmers.

### **Mail Processing**

Bursting machines, forms separator slicers and nibblers, mail opener-counters, automatic mail sorting machines, binding machines, decollators, single or multiple station mail inserting machines, parallel folding equipment (14" x 24" or less without right angle fold attachments), automatic labeling equipment, embossing and addressing machines, and non-impact (ink spray) addressing and labeling equipment.

**Peripheral**

Various input/output devices operated on or off line such as card readers/punches, tape drives, disk drives, high speed impact printers, xerographic printers, and computer form printers.

**Duplicating**

Small offset duplicators (lithographic presses, maximum sheet size 11" x 17"), electrostatic image makers (paper), sorters, and stapling equipment.

**Copier/Duplicator**

Xerographic or electrostatic copiers, telecopiers, magnetic computer tape to hardcopy equipment, high-speed copier/duplicators, diazo equipment, photostat equipment, and fluid and stencil equipment.

Positions which operate, lead, or supervise the operation of equipment<sup>1</sup> in more than one category of equipment, are to be identified by the special designator that best describes the total duties of the position and/or represents the highest graded duties of the position.

Positions which meet the criteria of the [General Schedule Leader Grade-Evaluation Guide](#), should have the word Lead prefixed to the appropriate title, e.g., Lead Mail Processing Equipment Operator.

Positions which meet the criteria of the [General Schedule Supervisory Guide](#) for evaluation as supervisors should have the word Supervisory prefixed to the appropriate title, e.g., Supervisory Mail Processing Equipment Operator.

## OCCUPATIONAL INFORMATION

Most equipment operators within this series set up, operate, adjust, and monitor the operation of a variety of single function machines and, to a lesser extent, multiple function machines (e.g., mail processing equipment which sorts computer generated addresses alphabetically or by zip code, produces address labels and then affixes the labels on envelopes). In addition to the obvious tasks of operating machines, operators typically perform minor clerical tasks related or incidental to machine operation and minor repairs/maintenance on equipment operated. The equipment is operated on a substantially full-time basis to facilitate increased speed, accuracy, and economy in government operations.

Equipment operating positions occur throughout governmental operations. They are not restricted solely to office settings. Equipment operating positions occur in shop, production, or

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<sup>1</sup> The words "machine" and "equipment" are used interchangeably and are considered to be synonymous in the standard.

other similar settings (e.g., mail and distribution units, duplicating units, machine processing units). Typically, the physical location of the equipment is based on consideration of factors such as size of equipment, number of machines required to provide a particular service, distance from the service unit to the customer, and environmental requirements of the equipment.

This standard applies to a wide variety of equipment operations and processes. The term "operation" within the context of the standard includes set up, adjustment, monitoring, and minor repair, in addition to the actual operation of the equipment. Certain types of equipment are frequently considered representative of particular processes or operations associated with a specific type of work (e.g., an envelope inserting machine with mail processing operations, a roll-to-roll (dial) duplicator with microform operations). Therefore, equipment which is similar in function or purpose has been grouped and identified as a category of equipment for titling purposes in this standard. The equipment ranges from simple mechanical devices, such as fluid stencil machines, to highly automated and electrically complex equipment, such as a computer output microfilmer. It is essential to note that there is no consistent correlation between skills/knowledges and electrical/mechanical complexities of equipment operated by employees covered by this standard. Increased levels of equipment complexity (electrical/mechanical) due to technological advancements, automation, etc., may increase, decrease, or have no significant effect on the skill and knowledge requirements to operate the equipment in this series.

Some of the equipment operated by employees in positions covered by this standard, particularly peripheral computer equipment and computer output microfilming equipment, involve the performance of functions which on the surface appear to be beyond the scope of this series. Nevertheless, the operation of such equipment is covered by this standard when the function is performed by an internal automatic process of the equipment and is not dependent upon programming or computer operating skills and knowledges of the employee, for example, operating a computer output microfilm unit with an internal mini-computer. In such situations, the complexities involved are equipment complexities rather than complexities of the operation. Some peripheral computer devices have operating capabilities which, if fully utilized by the operator, would involve work not covered by this standard series. Therefore, except for trainees, all other positions of equipment operators are to be evaluated on the basis of actual work performed by the operator rather than on the basis of the internal automated functions of the equipment, the potential but unutilized operating capabilities of the equipment, or the similarity of equipment operating characteristics with those of equipment operated by employees in positions covered by other standards.

Equipment operating positions vary significantly in Federal facilities with regard to the number and variety of machines operated. Positions also may range from those responsible for operating one or two types of essentially similar equipment to those responsible for operating a number of dissimilar types of equipment. These differences are typically attributable to the relative size of the equipment section, the degree of equipment similarities, and the degree of difficulty in operating the equipment. The number of machines operated by an employee has no direct effect on the grade of the position; however, the dissimilarity of the operating processes and the difficulty of operation may affect the complexity level to be applied under Factor 4 of this standard when evaluating the position.

Supervisory controls over equipment operating positions are based on the fact that such positions require close to moderate levels of supervision over the work. The work and the review of the work or product is highly structured. Normally, the supervisor or work leader assigns work, makes occasional observations of its progress and quality while it is in process, and reviews the final product on either a spot-check or completed basis. Normally, the supervisor is readily available to provide instructions, assistance, and advice on operating problems or deviations which are not covered by guidelines. The nature of some of the work is such that it may not be necessary for the supervisor to oversee the equipment operation at all times. Even where the equipment operator is physically remote from the supervisor, essentially the same degree of control is exercised through the provision of standard operating procedures, equipment manufacturers' operating manuals, and other instructions contained in the guidelines, and the relative absence of opportunity for the operator to exercise judgment as to what work is to be done, the manner of its performance, or its acceptability. However, there may be a few instances where the supervisory controls over a position is administrative in nature and does not provide technical supervision or assistance. Such positions appear to exceed the level of supervisory controls identified in this standard and should be evaluated according to the [Primary Standard](#).

Usually work performed with duplicators and copier/duplicators should be classified under this standard. However, under certain limited circumstances, work involving the use of duplicators and copier/duplicators may be properly classified under the Federal Wage System.

## PAY CATEGORY DETERMINATION

Section 5102(c)(7) of title 5 of the United States Code, exempts from coverage under the General Schedule those employees in recognized trades or crafts, or other skilled mechanical crafts, or in unskilled, semi-skilled or skilled manual-labor occupations, and other employees including foremen and supervisors in positions having trade, craft, or laboring experience and knowledge as the paramount requirement. While coverage of many equipment operating positions can be determined by the direct application of the exclusion statement contained in section 5102(c)(7), for other positions the application is not so clear. The following paragraphs elaborate on the criteria contained in the "[Guidelines for the Determination of Trades, Crafts or Manual-Labor Positions](#)"<sup>2</sup> as they pertain to "Borderline" and "Machine Operating" positions. In addition, they provide guidance for the proper pay category treatment of positions which involve operating copier/ duplicating equipment and those positions operating duplicating equipment (small offset presses).

The key to the application of the language of the Act is the concept of "the paramount requirement." The paramount requirement, as used in the guidelines, is the most important, or

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<sup>2</sup> The Guideline for the Determination of Trades, Crafts, or Manual-Labor Positions in the Introduction to the Classification Standards will be referred to as "Guidelines" through the remainder of this section. This use of the word "Guideline" is not to be confused with the third factor in the Factor Evaluation System.

chief requirement (i.e., knowledges, skills, and abilities) for the performance of the primary duty or responsibility for which the work exists. If the work clearly requires recognized trade, craft, or laboring experience and knowledge as a prerequisite for the performance of the primary duty, and this requirement is paramount, the work is exempt regardless of its organizational or physical location or the nature of the activity. Conversely, if the paramount requirement of the work clearly does not require recognized trade, craft, or manual-labor knowledge and experience, it is subject to the General Schedule regardless of its organizational or physical location or the nature of the activity.

Duplicating equipment (small offset presses) and copier/duplicating equipment are quite similar in terms of their general application. Because of the similarities and the many different circumstances under which copier/duplicating equipment and small offset presses are used interchangeably, the question of whether or not work utilizing one of these items of equipment is subject to the General Schedule, cannot be decided clearly on the basis of equipment, its size, speed, organizational or physical location.

It is essential to note that in the determination of the appropriate pay category for a specific type of work, environmental work factors such as the nature of the organization, working and pay relationships with other positions in the organization, normal career progression, and management's intent, are usually not considered relevant criteria during an initial evaluation of work performed in a position. (Note - Environmental work factors as used in this discussion relate to the total work setting. They do not relate to the physical work place.) They are relevant only when the criteria required in this section, for a specific pay category, are not clearly met. Only then is the work considered borderline with respect to pay category, and only then are environmental work factors to be considered in determining pay category. To consider environmental work factors prior to applying the criteria in this section could lead to incorrect pay category determinations.

### **Classification Act Positions**

Work involving the operation of copier/duplicating equipment is generally not considered exempt from the General Schedule. Copier/ duplicating work performed in a printing activity, an extension of a printing activity or a duplicating-printing activity, cannot qualify as being exempt from the General Schedule merely due to the physical location or the organizational control of the equipment. (Note - There is no distinction in the statute between Printing Plants, extensions of Printing Plants or Duplicating-Printing Activities. Such distinctions are administrative in purpose and are based on equipment and equipment operating capabilities. They are not relevant in the classification of positions. Pay category is determined solely on the basis of knowledges, skills, and abilities except in borderline situations.)

It is the intent of the guidelines that copier/duplicating work is exempt from the General Schedule only when both of the following two criteria are clearly met:

- (1) the equipment is used in lieu of printing equipment for "quick turn-around work" (e.g., priority work which necessitates immediate attention and must be finished within a very short time period); and

(2) the operation of the equipment is a minor phase in the developmental training for work in printing occupations which are clearly exempt from the General Schedule, or the equipment is operated in conjunction with other work which is clearly exempt from the General Schedule and constitutes the primary duty of the positions.

Work requiring the operation of a duplicator (small offset press), sheet fed, not using masters or plates made from reusable contact negatives, and/or positives prepared with a camera, may be subject to the General Schedule when the press is used in the same manner as copier/duplicating equipment to provide reproduction service for administrative support work (e.g., short-readable-runs of memos, letters, reports, and other similar single-color line work). Typically, the offset equipment operated has a maximum sheet size not larger than 11 x 17 inches; however, it is essential to note that the maximum sheet size of an offset unit is not relevant in determining the pay category of this type of work.

It is the specific intent of the guidelines that administrative support work requiring the operation of a small offset press is within the scope of the General Schedule only when both the following two conditions are clearly met:

(1) the equipment does not use plates made from reusable contact negatives and/or positives; and

(2) the equipment is used in the same manner as copier/ duplicating equipment to provide administrative support reproduction service. This type of work consists of short-readable-runs (not exceeding 5,000 production units of any one page or 25,000 production units in the aggregate of multiple pages) of memos, letters, reports, multiple page documents, and other single-color line work. The quality requirements for this work may vary from barely readable to good readability; however, the quality of the product is considerably less significant than the speed of production.

Operators of this equipment may work for Wage Grade or General Schedule personnel, and the equipment may be located in an office or shop setting.

### **Wage Grade Positions**

Work involving the operation of printing equipment to accomplish such processes as photolithography, presswork, bindery and finish operations, and other recognized printing functions is generally considered to be exempt from the General Schedule, except as previously noted for work requiring the operation of small offset duplicators for administrative support reproduction. The following are representative, but not inclusive, examples of typical printing trades and crafts positions:



- (1) photolithographers;
- (2) lithographic platemakers;
- (3) film assembler-strippers;
- (4) silk screen makers and printers;
- (5) letter press and offset lithographic press operators; and
- (6) operators of power-operated cutting, assembling, binding equipment, etc., required to complete the bindery and finish segment of the printing process. This includes folding equipment in excess of 14" x 24" or folders of any size with right angle fold attachments.

The presence of the following features would indicate that duplicating equipment is used to do wage grade printing rather than to facilitate administrative reproduction support work.

The quality of the product is very significant (e.g., fine line registration, overlay printing, line work, large solids, screens and half tones, single and multiple color work) requiring precise adjustments to the press. The quality of printing on the product must be good, clear, and sharp, with full and uniform ink coverage, free from filled or broken letters, grayness or pinpoints in the printing, or other imperfections.

The work typically requires metal, plastic, or foil faced plates and typically involves high-volume runs; however, some low volume runs may be performed with paper masters.

The paper stock (size and weight) may vary and require major adjustments in running different jobs.

It is essential to note that administrative reproduction support work can be performed in a print shop by lower graded wage grade employees as part of their development and training.

## EVALUATION OF POSITIONS

Positions which involve performance of equipment operating duties and, in addition (as a regular and recurring part of their assignment) lead three or more employees in the performance of equipment operating duties, are evaluated by reference to the [General Schedule Leader Grade-Evaluation Guide](#).

Supervisory positions are evaluated by reference to the [General Schedule Supervisory Guide](#).

Positions should be evaluated on a factor-by-factor basis, using one or more of the Civil Service Commission Benchmark Descriptions or Factor Level Descriptions for Equipment Operator,

GS-1, 2, 3, or 4 as appropriate. The fact that a Benchmark Description is not provided at a certain grade level does not prevent placing a position at that grade.

The Primary Standard cannot be used to evaluate position factors except in those cases where the work significantly exceeds the factor level descriptions contained in the standard.

The grade levels described in this standard are those commonly found in the occupation.

## GRADE CONVERSION TABLE

Total points on all evaluation factors are converted to GS Grades as follows:

Grade	Range
1	190 - 250
2	255 - 450
3	455 - 650
4	655 - 850

## FACTOR LEVEL DESCRIPTIONS

### FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

Factor 1 measures the nature and extent of information or facts which the workers 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.

#### **Level 1-1 -- 50 points**

Equipment operating positions at this level require sufficient familiarity with the routine operating procedures of equipment which can be set up and operated following a few simple step by step instructions (e.g., tape or disk drive units, rotary microfilm cameras, decollators, mimeograph machines, electrostatic copiers) and the skill to operate the equipment. In addition, positions at this level typically require skill to perform minor clerical tasks incidental to the operation of the equipment (e.g., maintain machine operating and maintenance records, write new identification labels for computer tapes, etc.), and skill to clean and lubricate equipment

operated. Typically, the operation of equipment at this level requires no previous training and experience.

### **Level 1-2 -- 200 points**

Positions at this level require a basic knowledge of standard set ups, adjustments and operating characteristics of the equipment (e.g., high speed copier/duplicators, planetary or step and repeat cameras, automatic labeling, and embossing and addressing equipment, diazo or thermal duplicators, envelope inserting equipment, impact and non-impact computer printers, card to tape converters), and basic skill to perform standard adjustments and operate the equipment.

Knowledge described at this level enables the operator to set up, operate, and perform basic adjustments (e.g., adjust gas flow and drive speed on a diazo machine to compensate for quality of originals and/or light sensitivity of the diazo materials, adjust the alignment of form paper and print spacing on an impact printer due to different carriage control tapes and various sizes of print out forms, adjust paper path settings and water/ink balance on a duplicator, adjust the feed mechanisms on a mail inserting machine to change over to different size envelopes and inserts, adjust the form alignment and the CRT intensity of a computer output microfilmer prior to running preformatted tapes when lighter character images are required) to the equipment according to the individual job requirements, operating characteristics, and capabilities of the equipment.

Typically, the basic adjustments performed at this level are routine and the need for such adjustments are readily apparent.

### **Level 1-3 -- 350 points**

Positions at this level require a thorough knowledge of equipment set up, adjustment, operating procedures, and a corresponding level of skill to set up, operate, and adjust the equipment.

This level of skill and knowledge enables a highly skilled operator to set up, operate, and adjust the equipment, and in addition, diagnose, solve, and correct operating problems affecting the quality and timeliness of the service or product. The operator may instruct lower graded operators how to complete the required corrective adjustment.

Typically, corrective adjustments performed require the operator to consider the symptom(s), possible causes and remedies (e.g., faded or washed out copies on a duplicator may be due to a worn or poor quality master, not enough ink, too much water, a glazed blanket or insufficient pressure between blanket and impression cylinder, and may be corrected by replacing the master, increasing the ink flow, reducing the water feed rate, deglazing the blanket, or increasing the pressure between the blanket and impression cylinder).

## **FACTOR 2, SUPERVISORY CONTROLS**

Supervisory Controls covers the nature and the extent of direct or indirect controls exercised by the supervisor, the operator'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 operator, priorities and deadlines are set, and objectives are defined. Responsibility of the employee depends upon the extent to which the operator is expected to work independently as instructed and the use of initiative in the performance of routine assignments. The degree of review of completed work depends upon the nature and extent of the review, e.g., close and detailed review of each phase of the assignment; detailed review of the finished assignment; spot check of finished work or work in process for accuracy.

### **Level 2-1 -- 25 points**

The supervisor makes assignments with specific and detailed instructions and is available for further guidance as needed.

Typically the work is repetitive and requires little initiative in completing the assignment. In most situations, the very nature of the work provides a form of limited supervisory control such as review by the user or a quick review at the next stage of processing; however, the supervisor usually maintains control through review of the work in process or reviewing finished work for adherence to instructions, quality, timeliness, etc.

### **Level 2-2 -- 125 points**

The supervisor provides continuing and individual assignments by indicating generally what is to be done and the quantity and quality required to complete the assignment. The supervisor provides additional instructions for new or unusual equipment set ups, operations, or adjustments.

Equipment operating problems and unfamiliar situations not covered by instructions or guidelines are referred to the supervisor for assistance or a decision. Since most machine operations are well established, the operator typically works independently and uses some judgment in correcting machine adjustments to improve or maintain quality of machine service, adjusting for variations in the work, etc.

The work is reviewed for quality and compliance with guidelines by spot checks or selective sampling. In addition, the structure of the work provides a continuing form of review through successive machine operations and ultimately by the user of the service or product.

## **FACTOR 3, GUIDELINES**

This factor covers the nature of guidelines and the judgment needed to apply them. Guides used in General Schedule occupations include, for example, desk manuals, established procedures and policies, traditional practices, and reference materials such as dictionaries, style manuals, engineering handbooks, the Pharmacopoeia, and the Federal Personnel Manual.

Individual jobs in different occupations vary in the specificity, applicability, and availability of the guidelines for performance of assignments. Consequently, the constraints and judgmental demands placed upon employees also vary. For example, the existence of specific instructions, procedures, and policies may limit the opportunity of the employee to make or recommend decisions or actions. However, in the absence of procedures or under broadly stated objectives, employees in some occupations may use considerable judgment in researching literature and developing new methods.

Guidelines should not be confused with the knowledges described under Factor 1, Knowledge Required by the Position. Guidelines either provide reference data or impose certain constraints on the use of knowledges.

### **Level 3-1 -- 25 points**

Guidelines are specific and complete. There are few guidelines; however, they apply to nearly all work situations. The guidelines require little or no discretion in their selection and application. Typically, guidelines consist of manufacturer's operating manuals, standard operating procedures, and agency regulations. The guidelines and their applications are easily learned. They generally pertain to basic procedures such as equipment set up and operation, clearing material jams, replenishing machines supplies, and scheduled cleaning (()) and maintenance of equipment. The employee works in strict adherence to the guidelines, referring even minor deviations to the supervisor for decision.

### **Level 3-2 -- 125 points**

Specific guidelines for doing the work have been established and are available to the employee for reference purposes. The written guides are typically of the same nature as the guidelines noted at Level 3-1; however, the number of guidelines at this level is greater and covers a wider variety of similar situations and tasks in greater detail. The employee must use judgment in selecting among and applying the appropriate methods to correct operating problems which affect the quality and/or timeliness of the product or service. Significant deviations or situations to which the guidelines do not apply are generally referred to the supervisor.

## **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.

### **Level 4-1 -- 25 points**

Work consists of operating one or more pieces of equipment to perform the duties of the position. The tasks are clear-cut, and the duties are repetitive such as operating a rotary camera to microfilm data; operating a multiple station envelope inserter to insert similar size material into envelopes; operating a copier/duplicator to produce single sided copies of originals; operating a card reader/punch to punch data into cards; or other similar duties where the actions and steps to be taken are clearly discernible.

### **Level 4-2 -- 75 points**

Work consists of operating one or more pieces of equipment to perform the duties of the position. The work requires the performance of several related duties and processes. The appropriate equipment set up and adjustments are determined by the operator after consideration of the nature of the product or service requested. There is generally a variety in the products or services produced and the necessary equipment set ups and adjustments are easily recognized. The variety of adjustments and set ups is limited for each piece of equipment operated.

## **FACTOR 5, SCOPE AND EFFECT**

Scope and Effect 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.

In General Schedule occupations, effect measures such things as whether the work output facilitates the work of others, provides timely services of a personal nature, or impacts on the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture, allowing consistent evaluations. Only the effect of properly performed work is to be considered. No credit is given for the consequences of employee error.

### **Level 5-1 -- 25 points**

The purpose of the work is to provide equipment services and/or products to users on a timely basis. Performance affects the quality and timeliness of the service; however, the work does not affect the accuracy or reliability of the subject matter.

## **FACTOR 6, PERSONAL CONTACTS**

This factor includes face-to-face contacts and telephone and radio dialogue with persons not in the supervisory chain. (NOTE - Personal contacts with supervisors are covered under Factor 2, Supervisory Controls.) Levels described under this factor are based on what is required to make the initial contact, the difficulty of communicating with those contacted, and the setting in which the contact takes place (e.g., the degree to which the employee and those contacted recognize their relative roles and authorities).

Above the lowest level, points should be credited under this factor only for contacts which are essential for successful performance of the work and which have a demonstrable impact on the difficulty and responsibility of the work performed.

The relationship of Factors 6 and 7 presumes that the same contacts will be evaluated for both factors. Therefore, use the personal contacts which serve as the basis for the level selected for Factor 7 as the basis for selecting a level for Factor 6.

### **Level 6-1 -- 10 points**

Personal contacts are primarily with employees in the immediate unit and/or support units.

### **Level 6-2 -- 25 points**

Personal contacts are primarily with employees in organizations serviced. This may include recurring contacts with employees of other Federal agencies that are recipients of an equipment service, as well as manufacturers' equipment repairers and sales personnel. Contacts are routine and normally occur in the employee's immediate workplace.

## **FACTOR 7, PURPOSE OF CONTACTS**

In General Schedule occupations, purpose of personal contacts ranges from factual exchange of information to situations involving significant or controversial issues and differing viewpoints, goals, or objectives. The personal contacts which serve as the basis for the level selected for this factor must be the same as the contacts which are the basis for the level selected for Factor 6.

### **Level 7-1 -- 20 points**

Personal contacts are for the purpose of exchanging, clarifying, or obtaining factual information relating to the work to be performed and the set up, operation, adjustment, etc., of the equipment operated in the position.

## **FACTOR 8, PHYSICAL DEMANDS**

The "Physical Demands" factor covers the requirements and physical (()) demands placed on the employee by the work assignment. This includes physical characteristics and abilities (e.g., specific ability and dexterity requirements) and the physical exertion involved in the work (e.g., climbing, lifting, pushing, balancing, stooping, kneeling, crouching, crawling, or reaching). To some extent the frequency or intensity of physical exertion must also be considered, e.g., a job requiring prolonged standing involves more physical exertion than a job requiring intermittent standing.

### **Level 8-1 -- 5 points**

The work is primarily sedentary. Typically, the employee sets up and adjusts the equipment and may then sit comfortably while monitoring the machinery in operation. There may be some standing, walking, bending, reaching, carrying of light items such as disk packs, small packs of paper, or bottles of toner. No special physical demands are required to perform the work.

### **Level 8-2 -- 20 points**

The work requires some physical exertion such as extended periods of standing, frequent bending, reaching, stooping, or similar activities necessary to set up, operate, adjust, and monitor the operation of the equipment. The employee lifts, on a recurring basis, a variety of moderately heavy materials and supplies such as boxes of chemicals, record boxes, boxes of cards and envelopes, cartons of film; occasionally the employee may be required to lift heavy (over 50 pounds) items such as mail bags or large stacks of paper stock.

### **Level 8-3 -- 50 points**

In addition to the physical demands described at level 8-2, the work requires frequent lifting of heavy objects over 23 kilograms (50 pounds) such as large boxes of paper, cartons of cards or mail bags.

## **FACTOR 9, WORK ENVIRONMENT**

The "Work Environment" factor considers the risks and discomforts in the employee's physical surroundings or the nature of the work assigned and the safety regulations required. Although the use of safety precautions can practically eliminate a certain danger or discomfort, such situations typically place additional demands upon the employee in carrying out safety regulations and techniques.

### **Level 9-1 -- 5 points**

The work environment involves normal, everyday risks typical of such places as offices or "back room" type settings. The work area is adequately lighted, heated, ventilated, and properly maintained.



**Level 9-2 -- 20 points**

The work involves moderate risks and/or discomforts such as a high level of noise; paper dust; ink; solvents; lubricants; chemicals and chemical fumes; working around equipment in operation. Special safety precautions are required. The employee may be required to use protective gear such as ear plugs or gloves during a particular equipment operation.

**OPM BENCHMARK DESCRIPTIONS****COPIER/DUPLICATING EQUIPMENT OPERATOR, GS-0350-01,  
BMK #1**

## Duties

- Operates photocopy equipment and makes minor adjustments, as necessary, i.e., length of copy (legal or standard size).
- Assembles and staples copied materials.
- Distributes completed photocopy work as directed.
- Cleans and maintains equipment operated.

## Factor 1. Knowledge Required by the Position -- Level 1-1 -- 50 points

- Familiarity with the routine operation of photocopy equipment.
- Skill to set up and operate the equipment following a few simple step-by-step instructions.
- Skill to perform normal operator maintenance such as cleaning the exterior of the machine, adding toner or paper as required.
- Familiarity with a few main distribution points in the office building.

## Factor 2. Supervisory Controls -- Level 2-1 -- 25 points

The supervisor makes specific assignments with complete instructions as to what is to be reproduced, in what quantity, and where it is to be distributed. The operator works under close supervision. Work affords little opportunity for decisionmaking. Work is spot-checked in progress and upon completion for adherence to instructions.

Factor 3. Guidelines -- Level 3-1 -- 25 points

Work is performed in accordance with oral instructions and the equipment manufacturers' guidelines. Guidelines are specific and apply to nearly all work situations. Little discretion is required to apply the guidelines, and any deviation from the guidelines must be referred to the supervisor for a decision.

Factor 4. Complexity -- Level 4-1 -- 25 points

The work requires the operator of the photocopier machine to produce copies from originals, assemble, staple, and distribute completed photocopy work as directed. Perform normal operator maintenance such as cleaning the exterior of the machine, replenishing supplies, clearing paper jams, and informing the supervisor of equipment breakdowns and operating problems. The work is clear-cut and has little variation.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The purpose of the work is to facilitate the work of others. The work has little impact beyond the immediate section other than the timeliness of the copy service.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Personal contacts are primarily with coworkers in the immediate work area.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Contacts are for the purpose of obtaining instruction, reporting problems, and the distribution of the completed work.

Factor 8. Physical Demands -- Level 8-2 -- 20 points

The work requires long periods of standing and reaching during the operation of the equipment. Occasionally, the work requires the employee to lift light to moderately heavy items such as boxes of paper and equipment supplies.

Factor 9. Work Equipment -- Level 9-1 -- 5 points

Work is performed in an office setting with no environmental stress or need for special safety precautions.

**TOTAL POINTS -- 205**

## **MICROFORM EQUIPMENT OPERATOR, GS-0350-01, BMK #2**

### Duties

- Sets up and operates an automatically controlled rotary camera and accessory equipment for the purpose of microfilming documents.
- Loads film into camera and removes film following exposure.
- Reports errors in sequence of material to be microfilmed to supervisor.

### Factor 1. Knowledge Required by the Position -- Level 1-1 -- 50 points

- Ability to operate a simple automatically controlled rotary camera and accessory equipment to microfilm documents on a repetitive basis.
- Sufficient familiarity of the routine microfilming tasks necessary to microfilm documents in proper sequence.

### Factor 2. Supervisory Controls -- Level 2-1 -- 25 points

Complete and detailed instructions are provided for assignments. The supervisor is available for guidance and assistance while work is being performed. The employee is not allowed to deviate from the instructions. Work is checked in progress and reviewed when completed.

### Factor 3. Guidelines -- Level 3-1 -- 25 points

Written and oral guides provide detailed instructions for microfilming documents. The employee works in strict adherence to the guidelines, referring any deviations to the supervisor.

### Factor 4. Complexity -- Level 4-1 -- 25 points

The work consists of operating a rotary camera to perform routine microfilming assignments; these assignments consist of a few simple and repetitive tasks such as loading film into the microfilm camera, checking the sequence of the documents to be microfilmed, feeding documents to be microfilmed into the camera, reassembling microfilmed documents, removing film following exposure. The work is clear-cut and provides little variation.

### Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The microfilming of documents facilitates the work of others within the microfilm section; however, the work has no impact on the subject matter of the documents.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

The personal contacts are primarily limited to coworkers within the microfilming section.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

The purpose of the contacts is for the exchange of information regarding the work and operation of the equipment.

Factor 8. Physical Demands -- Level 8-1 -- 5 points

The work is mostly sedentary. Typically the equipment operator is seated while operating the rotary camera; however, occasional lifting of materials and supplies may be required.

Factor 9. Work Environment -- Level 9-1 -- 5 points

The work environment is adequately lighted, heated, and ventilated. The work includes normal, everyday risks and discomforts typical of operating a rotary camera or other similar equipment. No special safety precautions are required.

**TOTAL POINTS -- 190**

## **PERIPHERAL EQUIPMENT OPERATOR, GS-0350-01, BMK #3**

This is a trainee level position. The incumbent receives instruction in the operation of a variety of peripheral equipment devices used in support of computer operations.

### Duties

- Learns to set up, operate, and monitor the operation of a variety of peripheral equipment devices such as tape and disk drives, card to paper tape punch, and a card reader/punch through instruction received on the job.
- Learns the various techniques used in mounting and dismounting tape and disk packs, labeling card and/or tape input/ output.
- Learns the procedures for checking error situations on equipment operated and how to implement the corrective procedures and maintain equipment operation logs.

Factor 1. Knowledge Required by the Position -- Level 1-1 -- 50 points

Ability to learn the set up and operating procedures for a variety of peripheral equipment devices following specific and detailed instructions.

Factor 2. Supervisory Controls -- Level 2-1 -- 25 points

The incumbent is under close and continuous supervision of the supervisor. Complete and detailed instructions are provided with each assignment. Assistance and guidance are provided as necessary by the supervisor or computer operator while the tasks are being performed. Work is checked while in progress and reviewed when completed.

Factor 3. Guidelines -- Level 3-1 -- 25 points

Written guidelines consist of manufacturers' operating manuals and standard operating procedures. The guidelines are specific and complete. The employee works in strict adherence to the guides referring any deviations to the supervisor or computer operator.

Factor 4. Complexity -- Level 4-1 -- 25 points

The incumbent learns to set up and operate a variety of simple peripheral equipment devices which are used for the input and/or output of data in support of an ADP operation. Typically, the incumbent learns to set up and operate one piece of equipment at a time. Work procedures are repetitive with little variation.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The proper set up and operation of peripheral equipment in support of an ADP unit is essential in computer processing operations. However, the work has no impact on the subject matter of the data processed.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Contacts are primarily with computer operators and peripheral equipment operators in the immediate section.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Contacts are for the exchange of information regarding the operation of various peripheral equipment devices and the jobs being processed on them.

Factor 8. Physical Demands -- Level 8-2 -- 20 points

Work requires long periods of standing and walking during machine operations. The employee frequently carries light items such as magnetic tapes, disk packs, card trays, etc.

Factor 9. Work Environment -- Level 9-1 -- 5 points

Work is performed in a typical computer operating environment. The work involves everyday risks and discomforts normally associated with computer operations. The work area is climate controlled and adequately lighted. No special safety precautions are required during the performance of assigned duties.

**TOTAL POINTS – 205**

**COPIER/DUPLICATING EQUIPMENT OPERATOR, GS-0350-02, BMK #1**

Duties

- Sets up, operates, and monitors the operation of a xerographic copier/duplicator to reduce and copy computer-generated data on standard hardcopy size paper.
- Operates a decollator to separate copies of computer paper and remove carbons prior to copying. Operates a paper juggler and a simple hot adhesive binder to prepare completed work for distribution.
- Prepares form overlays for use on the copier/duplicating equipment and maintains a form overlay file.
- Maintains a daily chart of the machines' output and down time.
- Performs daily equipment maintenance, maintains material supplies, and reports equipment operating problems to supervisor.

Factor 1. Knowledge Required by the Position -- Level 1-1 -- 50 points

- Knowledge of routine equipment operations required to prepare and copy fanfold computer printouts on standard hardcopy size paper.
- Skill to operate and perform repetitive set ups on a copier/duplicator, a decollator, and related equipment.
- Skill to prepare polyester form overlays by transferring letters and/or numerals from a letterset to a clear polyester sheet.

- Knowledge of routine record keeping requirements and security procedures required when copying classified material.

- Knowledge of routine maintenance requirements for equipment operated.

Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

Daily work assignments are made orally or in written form by the supervisor. Work is performed independently according to predetermined priorities and production requirements. Operating problems or unfamiliar work situations not covered by instructions are referred to the supervisor. Work is reviewed by volume of production and compliance of completed work with instructions.

Factor 3. Guidelines -- Level 3-1 -- 25 points

Guidelines consist of equipment manufacturers' operating manuals, agency regulations, security regulations, and established practices and procedures. Both written and oral guidelines are specific, complete, and apply to virtually all work assignments. Deviations from the guidelines can only be authorized by the supervisor.

Factor 4. Complexity -- Level 4-1 -- 25 points

The reproduction of fanfold computer printouts to hard copy consists of several duties which are clear-cut and directly related. The computer printouts are separated and the carbons removed through the use of a decollation machine; a single fanfold copy is loaded into the copier/duplicating equipment. The equipment reproduces each sheet and automatically advances to the next sheet and continues until the entire printout is reproduced. Once the process has started the operator may set up a second copier/duplicating machine for operation. The completed work is bound on one side with a hot adhesive and prepared for distribution.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The reproduction of computer printout data on fanfold paper to standard hard copy facilitates the work of others; however, the work has little impact beyond the immediate section and does not effect the accuracy of the data.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Personal contacts are primarily with coworkers within the immediate section.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

The personal contacts involve the exchange of information directly related to the work.

**Factor 8. Physical Demands -- Level 8-2 -- 20 points**

The work requires long periods of standing during machine operations and recurring lifting of moderately heavy items such as boxes of computer printouts, paper supplies, etc.

**Factor 9. Work Environment -- Level 9-2 -- 20 points**

Work is performed in a production environment within an office building where other equipment operations are being performed. The operator is continually exposed to discomforts and moderate risks due to machine noise, paper dust, heating elements, and moving machine parts. The operator is required to follow specific safety precautions during equipment operations.

**TOTAL POINTS -- 320**

**PERIPHERAL EQUIPMENT OPERATOR, GS-0350-02, BMK #2**

This is a developmental position. It is not an entry level position. The target level is GS-0350 -3. (See Benchmark GS-0350 -3-1.)

**Duties**

- Sets up, adjusts, and operates high speed printers, tape and disk drive units, card readers/punches, and graphic plotters.
- Checks tape and/or disk pack labels prior to mounting or dismounting on designated drive units and checks cards, tapes, and disks for obvious defects that could cause processing problems.
- Mounts and dismounts tapes and disk packs.
- Loads and unloads various types of form paper in the high-speed printer.
- Cleans tape contact point in tape drive units.

**Factor 1. Knowledge Required by the Position -- Level 1-2 -- 200 points**

- Work requires knowledge of and skill in the application of basic procedures necessary to set up, adjust, operate, and monitor high-speed printers, graphic plotters, card readers/punches, and drive units.
- Skill in cleaning tape contact points in tape drive units.



Factor 2. Supervisory Controls -- Level 2-1 -- 25 points

The supervisor and/or computer operator makes assignments with detailed instructions and provides additional guidance as needed. Assignments are repetitive. The work is closely reviewed in progress and upon completion until the incumbent demonstrates he or she has reached a level of proficiency where the work can be satisfactorily performed with a minimum of supervision.

Factor 3. Guidelines -- Level 3-1 -- 25 points

Written guidelines consist of equipment manufacturers' operating manuals and agency manuals. Written guidelines are specific, complete, and may be learned quickly. Work is performed in strict adherence to the guidelines.

Factor 4. Complexity -- Level 4-1 -- 25 points

Work requires the set up and operation of peripheral equipment used at the input and output stages of a computer operation. The work consists of mounting and dismounting tapes and disk packs, checking tape and disk pack labels, examining input materials visually for obvious defects, loading and unloading various forms of paper from printers and plotters, and operating the equipment in the position. The operating procedures are clear-cut, repetitive, and may be verified in the guidelines. There is little variation in the work.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The set up and operation of the peripheral equipment at the input and output stages of the central processing unit is an integral phase of computer processing; however, the work has no impact on the subject matter of the work being processed.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Contacts are with computer operators and other peripheral equipment operators within the immediate section.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Contacts are primarily for the exchange or clarification of information regarding work assignments.

Factor 8. Physical Demands -- Level 8-2 -- 20 points

Work requires long periods of standing and walking during equipment operations.

## Factor 9. Work Environment -- Level 9-1 -- 5 points

Work is performed in a typical computer operating environment. The work involves everyday risks and discomforts normally associated with computer operations. The work area is climate controlled and adequately lighted and ventilated. No special safety precautions are required during the performance of assigned duties.

**TOTAL POINTS – 355**

## **MICROFORM EQUIPMENT OPERATOR, GS-0350-02, BMK #3**

## Duties

- Sets up and operates a 16mm rotary microfilm camera to microfilm a variety of documents.
- Prepares reel targets and arranges material for microfilming.
- Prepares camera operators report and certificate.
- Operates a microfilm reader to review the quality of the processed microfilm and notes any quality defects on the camera operator's report for the subsequent purpose of making retakes.

## Factor 1. Knowledge Required by the Position -- Level 1-1 -- 50 points

- Skill to set up and operate a 16mm rotary camera and a microfilm reader to microfilm a variety of documents and review the processed film. The work requires no previous training.
- Familiarity with routine microfilming procedures such as preparing reel targets, arranging materials prior to microfilming, preparing camera operator reports and certificates, and the quality review of the processed film.
- Familiarity with quality standards.

## Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

Daily assignments are made by the section supervisor. Assignments are made in terms of quantity, quality, deadlines, and priorities. The supervisor provides specific instructions regarding the microfilming of "problem documents" such as poor quality originals. Routine assignments are performed independently; non-routine microfilming situations are referred to the supervisor. All microfilm produced by the operator is reviewed for compliance with quality

standards by other experienced camera operators in the unit. The supervisor reviews completed work to ensure compliance with quality standards and instructions.

Factor 3. Guidelines -- Level 3-1 -- 25 points

Guidelines consists of equipment manufacturers' operating manuals, agency regulations, and standard operating procedures. The guides are specific and complete. The operator works in strict adherence to the guidelines.

Factor 4. Complexity -- Level 4-1 -- 25 points

Work consists of the set up and operation of a 16mm rotary microfilm camera and a microfilm reader to microfilm a variety of documents and review the quality of the processed film. The work is clear-cut, directly related, and does not vary significantly.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

Purpose of the work is to provide efficient microfilming service to facilitate the work of others within the agency.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Personal contacts are primarily limited to coworkers in the microfilm unit.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Purpose is to obtain or give information regarding the microfilming of documents.

Factor 8. Physical Demands -- Level 8-1 -- 5 points

The work is mostly sedentary. The employee normally sits comfortably while operating the equipment. However, there may be short intermittent periods of standing, walking, and carrying light items such as camera supplies.

Factor 9. Work Environment -- Level 9-1 -- 5 points

Work is performed in the microfilming section. The immediate work environment poses no moderate risks or discomforts. The work area is adequately lighted, heated, and ventilated.

**TOTAL POINTS -- 290**

## **COPIER/DUPLICATING EQUIPMENT OPERATOR, GS-0350-02 BMK #4**

### Duties

- Sets up, operates, and monitors an electrostatic copier/ duplicator machine to copy single and multiple page documents.
- Maintains production control and supply usage records as required.
- Performs normal operator maintenance on machine as required.

### Factor 1. Knowledge Required by the Position -- Level 1-1 -- 50 points

- Familiarity with established equipment operations for copying and collating single or multiple page documents.
- Skill to operate copier/duplicating equipment and perform simple repetitive machine set ups.
- Familiarity with record keeping requirements for production control and supply usage.
- Knowledge of routine maintenance, such as wiping the machine down, adding toner, and changing a filter screen.

### Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

The supervisor provides individual assignments in the form of approved work orders from individuals requesting machine service. The work order clearly indicates what is to be done in terms of quantity, priority, etc. Work is performed independently; however, unusual problems or assignments are referred to the supervisor for assistance or a decision. The work is reviewed by spot-checks for compliance with instructions.

### Factor 3. Guidelines -- Level 3-1 -- 25 points

Written guides consist of equipment manufacturers' operating manuals and the section's duplicating procedures manual. Guidelines are specific, complete, and apply to nearly all work situations. Situations which may require deviating from the existing guidelines must be referred to the supervisor.

### Factor 4. Complexity -- Level 4-1 -- 25 points

Copier/duplicating equipment operating tasks are few in number and are repetitive. The copying and collating of single and multiple page documents is an automated process. The operator sets up the machine in terms of paper size, number of copies, etc., as indicated by the work order.

Monitors the operation of the equipment and clears paper jams when they occur. Removes and stacks collated copies for pick up or delivery. Cleans the machine, adds toner and paper. There is little variation in the work.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The routine operation of the equipment is required to provide quick turn-around work for users on a timely basis. The operation of the equipment has little or no impact beyond the immediate section.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Contacts are primarily with employees in the organizations serviced.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Personal contacts involve the exchange of information regarding the work to be copied.

Factor 8. Physical Demands -- Level 8-1 -- 5 points

The operation of the machine is mostly sedentary. There is some standing and carrying of light items such as paper supplies and bottles of toner. The operation of the machine places no special physical demands on the operator.

Factor 9. Work Environment -- Level 9-1 -- 5 points

The work is performed in an office setting. There are no moderate risks or discomforts in the environment which would require special safety precautions.

**TOTAL POINTS – 290**

## **PERIPHERAL EQUIPMENT OPERATOR, GS-0350-03, BMK #1**

### Duties

-- Sets up, operates, adjusts, and monitors a variety of peripheral equipment, including tape reel units, auto-load tape units, tape-to-card converters, high-speed printers, a xerographic printer, and card-to-tape converters.

-- Mounts and dismounts tapes, loads and unloads cards, and monitors panel lights during machine operations to detect simple error situations such as a card or paper jam.

-- Visually checks tapes and cards for obvious defects which would cause an error situation such as a faulty punch card, creased magnetic tape, etc.

- Removes faulty material and notifies supervisor or computer operator.
- Cleans tape contact points on tape drive units.
- Learns to operate a computer-output microfilm (COM) unit on an "as-time-permits" basis. Data input tapes are preformatted.

Factor 1. Knowledge Required by the Position -- Level 1-2 -- 200 points

- Work requires a basic knowledge of equipment operating procedures and skill to set up, adjust, and operate a variety of peripheral equipment devices such as tape drive units, impact and xerographic printers, and card-to-tape converters.
- Skill to clean tape contact points in tape drive units and clear material jams in the equipment.
- Knowledge to identify faulty materials which may cause error conditions.
- Knowledge and skill to take corrective action when simple error conditions occur in the equipment due to materials jams.

Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

The supervisor or computer operator makes assignments in accordance with jobs to be processed and may provide continuous assignments. Assignments are repetitive. The incumbent works independently while performing a variety of recurring duties operating peripheral equipment.

Operational problems and unfamiliar situations not specifically covered by guidelines or instructions must be referred to the supervisor or computer operator. The completed work or work in process is spot-checked by the supervisor or the computer operator to assure compliance with instructions.

Factor 3. Guidelines -- Level 3-1 -- 25 points

Written guidelines consist of equipment manufacturers' operating manuals and standard operating procedures. The guidelines are detailed, complete, and apply to nearly all work situations. Work is performed in strict adherence to the guidelines.

Factor 4. Complexity -- Level 4-1 -- 25 points

Operates a variety of peripheral computer devices by setting switches, reading panel lights, mounting and dismounting tapes, loading and identifying faulty punch cards, recognizing and correcting simple error conditions such as material jams. The work is clear-cut and requires little or no judgment by the employee in determining what is to be done. Work procedures may be verified readily in the guidelines. Variations in the work are due to the specific job or jobs being processed.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The work involves the performance of well established peripheral equipment operating procedures. The operation of the equipment facilitates the work of others within the ADP section. The work has little or no impact beyond the ADP section other than assisting the section in providing a timely product for the user.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Personal contacts are primarily with computer and peripheral equipment operators in the immediate section.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Contacts are for the purpose of exchanging information regarding the operation of the equipment and/or the jobs being processed.

Factor 8. Physical Demands -- Level 8-2 -- 20 points

Work requires long periods of walking and standing during the operation of the various peripheral equipment devices.

Factor 9. Work Environment -- Level 9-1 -- 5 points

Work is performed in a typical computer operating environment. The work involves everyday risks and discomforts normally associated with computer operations. The work area is climate controlled and adequately lighted. No special safety precautions are required during the performance of assigned duties.

**TOTAL POINTS -- 455**

**MAIL PROCESSING EQUIPMENT OPERATOR, GS-0350-03,  
BMK #2**

Duties

- Sets up, adjusts, operates, and monitors the operation of envelope inserting, bursting, folding, and automatic labeling machines to prepare a variety of material for release to the Postal Service.
- Performs minor repairs and routine maintenance.
- Maintains production records and reports of items processed.

**Factor 1. Knowledge Required by the Position -- Level 1-2 -- 200 points**

- Knowledge of established operating procedures for machine preparation of material for release to the Postal Service.
- Skill to set up, operate, monitor, and adjust envelope inserting, burbursting, folding, and automatic labeling equipment.
- Knowledge to accurately maintain records and complete reports pertaining to number and type of items processed.
- Basic skill to perform routine maintenance and minor repairs such as clean and oil the equipment, refill glue or water trays, adjust belt tension, replace filters, belts, and other worn or defective minor parts such as suction cups, gripper jaws, or air hoses.

**Factor 2. Supervisory Controls -- Level 2-2 -- 125 points**

Assigned work is performed independently following supervisor's general instructions and established priorities. The supervisor is available to provide guidance in processing all work within the unit. The nature of the work is such that it can be reviewed by systematic spot-checks.

**Factor 3. Guidelines -- Level 3-1 -- 25 points**

Guidelines include Postal Service regulations regarding the preparation of mail for pick-up by Postal Service employees, portions of equipment manufacturers' manuals, agency procedures and instructions from the supervisor. When there is any question as to what guidelines apply, the problem is referred to the supervisor.

**Factor 4. Complexity -- Level 4-2 -- 75 points**

Work consists of setting up, adjusting, and operating a variety of mail processing equipment to prepare and process outgoing mail. The operator determines the equipment set up and operating procedure according to the envelope size, number of inserts, etc. The variety of the set ups and adjustments is limited according to the equipment capabilities of the unit operated.

**Factor 5. Scope and Effect -- Level 5-1 -- 25 points**

The work involves the performance of well established machine operations to prepare and insert materials into envelopes for pick-up by Postal Service employees. Proper operation of the equipment adds to the operating efficiency of the section. The work facilitates the work of others within the agency. However, the work has little or no impact beyond the mail processing section.

**Factor 6. Personal Contacts -- Level 6-1 -- 10 points**

Personal contacts are primarily with coworkers in the section responsible for mail processing.



**Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points**

Contacts are typically for the purpose of exchanging information regarding the operation of the equipment and to report equipment operating problems.

**Factor 8. Physical Demands -- Level 8-3 -- 50 points**

Work requires long periods of standing while monitoring the operation of the machinery and frequent lifting of heavy items such as boxes of form letters, supplies, and bags of mail weighing in excess of 50 pounds.

**Factor 9. Work Environment -- Level 9-2 -- 20 points**

Work is performed in the machine operating section of the mail and distribution unit. The work involves moderate risks and discomforts which require special safety precautions while operating and working around the machinery, e.g., paper cuts, grease, paper dust, and machine noise.

**TOTAL POINTS – 550**

## **MICROFORM EQUIPMENT OPERATOR, GS-0350-03, BMK #3**

**Duties**

- Sets up and operates a rotary and planetary camera, a photographic wet processor, and other related equipment to microfilm documents and process exposed film.
- Adjusts an electronic densitometer to read and plot densities of the control strips.
- Performs quality control tests to ensure processed microfilm meets agency microfilm quality standards.
- Maintains production and supply consumption records.
- Performs operator maintenance on equipment.

**Factor 1. Knowledge Required by the Position -- Level 1-2 -- 200 points**

- Knowledge and skill of basic procedures and operations required for the satisfactory operation of rotary and planetary cameras, an automated wet processor, and related equipment to film and process quality microfilm.
- Knowledge to perform commonly used quality control tests to ensure processed microfilm meets Federal standards and specifications.

- Basic knowledge of agency quality standards and specifications regarding microfilming.
- Familiarity with routine recordkeeping requirements for production and supply consumption.
- Knowledge and basic skill to perform routine operator maintenance on all equipment operated (e.g., cleaning, lubricating, adjusting, replacing lights).

Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

Assignments are made by the supervisor. All aspects of the assignment are clearly defined by the supervisor. The operator performs routine assignments on an independent basis and has limited authority to make technical decisions affecting production quality. Unusual operating problems are referred to the supervisor for action. Work is reviewed by the supervisor on a spot-check basis in terms of compliance with the agency microfilming standards.

Factor 3. Guidelines -- Level 3-2 -- 125 points

Guidelines consist of equipment manufacturers' operating handbooks, agency microfilming standards and specifications, and established operating procedures within the section. The operator uses judgment in selecting the appropriate guideline(s) to perform a specific type of adjustment, repair, etc. The operator may not deviate from the guidelines.

Factor 4. Complexity -- Level 4-2 -- 75 points

The operator prepares documents for microfilming and makes identifying targets to permit subsequent retrieval of information by users. Sets up and operates various automatically controlled microfilming cameras, a wet film processor, and related equipment to microfilm and process film in accordance with guidelines and user's requested format. Standard quality control tests and checks are performed at various points during microfilming process. The set up and operating procedure is determined by the operator after consideration of the quality of the original material to be microfilmed, rate of reduction, and format requested. Variations in the work may occur due to mixed quality of the original documents new procedures, or changes in the format required by the user.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The proper operation of the equipment contributes to the operating efficiency of the section and provides microfilm service to the user on a timely basis. The work does not affect the accuracy or reliability of the subject matter microfilmed.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Personal contacts are with coworkers in the microfilm section.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Personal contacts are for the exchange of information regarding the microfilming of documents and the processing of the exposed film.

Factor 8. Physical Demands -- Level 8-2 -- 20 points

The work requires extended periods of standing and frequent lifting of moderately heavy materials and supplies (under 50 pounds).

Factor 9. Work Environment -- Level 9-1 -- 20 points

The work is performed in a production environment. The work involves moderate risks and discomforts which require special safety precautions, e.g., chemical burns and skin irritations. The employee is required to wear protective gear such as gloves when working with or exposed to processing chemicals.

**TOTAL POINTS -- 620**

## **MICROFORM EQUIPMENT OPERATOR, GS-0350-03, BMK #4**

### Duties

- Sets up and operates a roll-to-roll diazo duplicating machine to produce copies of original microfilm.
- Grades, matches, and assembles original microfilm to be copied into 1,000 foot units for processing according to equal density levels.
- Loads original negative and an equal supply of diazo-type duplicating film into the machine.
- Adjusts the processing speed of the machine to compensate for variations of density in the 1,000 foot units of the original microfilm to maintain an acceptable level of quality.
- Performs operational maintenance and minor repairs.

**Factor 1. Knowledge Required by the Position -- Level 1-2 -- 200 points**

- Knowledge and skill of basic set up and operating procedures for a roll-to-roll diazo film duplicating machine to reproduce microfilm.
- Knowledge of routine operating procedures based upon manufacturers' operating guides and established practices and procedures necessary to do acceptable work.
- Knowledge and basic skill in the use of a densitometer to read the specific density of the film to be duplicated and determine the required exposure setting on the duplicating machine.
- Familiarity with the agency's microfilming regulations and standards.
- Skill and knowledge to perform routine operator maintenance and minor repairs, e.g., replacement or printing lamps, vaporizer heating units, cleaning machine, etc.

**Factor 2. Supervisory Controls -- Level 2-2 -- 125 points**

The section supervisor assigns work and is available to answer questions in unusual cases or where changes in the work procedure are involved. Routine duplicating work is performed independently following established practices and procedures. The completed work (()) is reviewed by the supervisor in terms of compliance with agency microfilming quality standards.

**Factor 3. Guidelines -- Level 3-1 -- 25 points**

Guidelines consist of agency regulations, manufacturers' handbooks, and established practices and procedures. The guidelines provide specific and complete instructions for the duplication of microfilm on a diazo roll-to-roll machine. There is little or no judgment required to apply the appropriate guideline. When the guidelines can not be applied to a specific problem, the problem is referred to the supervisor for specific instructions.

**Factor 4. Complexity -- Level 4-1 -- 25 points**

The equipment operator grades and matches the original microfilm according to equal density levels for processing. Loads original negative and a supply of diazo-type duplicating film into the machine. Adjusts the processing speed to compensate for changes in lamp intensity and the density of the original microfilm. Inspects segments of duplicated film upon completion of printing run as a quality control. The equipment operator performs routine maintenance, necessary adjustments, and minor repairs to the machine. The work is clear-cut with little variation.

**Factor 5. Scope and Effect -- Level 5-1 -- 25 points**

The operation of the diazo duplicating equipment contributes to the operating efficiency of the section. The equipment service facilitates the work of others within the agency.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Contacts are primarily with coworkers of the microfilm section.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Personal contacts typically involve the exchange of information regarding the operation of the equipment and the work being duplicated.

Factor 8. Physical Demands -- Level 8-2 -- 20 points

The work requires the equipment operator to stand for long periods of time and frequently requires the operator to lift moderately heavy items (under 50 pounds) such as large boxes of film and other supplies.

Factor 9. Work Environment -- Level 9-2 -- 20 points

The work is performed in a production environment. There are moderate risks and discomforts involved with the chemical developing agents such as chemical burns and skin irritations. The work area has special exhaust vents which control the emission of ammonia fumes. Special safety precautions are required, and protective clothing such as gloves and smocks must work during the performance of certain duties.

**TOTAL POINTS -- 470**

**COPIER/DUPLICATING EQUIPMENT OPERATOR, GS-0350-03,  
BMK #5**

Duties

- Operates a diazo machine to reproduce copies of engineering drawings and visual aid materials.
- Sets up the machine for operation by adjusting the pressure and flow of ammonia gas, exposure controls, machine drive speed, and automatic paper feed controls.
- Maintains inventory of equipment supplies and daily production records.
- Performs operator maintenance on equipment operated.

Factor 1. Knowledge Required by the Position -- Level 1-2 -- 200 points

- Knowledge and skill of established procedures to set up and operate a diazo machine.

- Knowledge of routine recordkeeping requirements of material consumption and production.
- Basic skill in performing adjustments to the equipment to compensate for varying levels of quality of original material to be reproduced and the light sensitivity of the diazo materials, e.g., machine speed drive, flow of ammonia gas.
- Skill to clear material jams as they occur and perform routine operator maintenance such as cleaning, oiling, and lubricating the equipment.

Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

Incumbent receives verbal and written instructions from the supervisor regarding individual assignments. The instructions clearly indicate the priority, quantity, size, material to be used, etc. The operator performs assignments independently and uses initiative in resolving routine operating problems. The supervisor provides specific instructions for special assignments and is available to resolve unusual operating problems. The supervisor reviews completed work by spot-checks for compliance with instructions.

Factor 3. Guidelines -- Level 3-1 -- 25 points

Guidelines consist of equipment manufacturer's operating manuals, agency copy regulations, and established practices and procedures.

Both written and oral guidelines are specific, complete, and apply to virtually all work assignments. Deviations from the guidelines can only be authorized by the supervisor.

Factor 4. Complexity -- Level 4-1 -- 25 points

Work requires the set up and operation of a diazo machine to produce copies of engineering drawings and visual aid materials. The tasks to be performed are clearly discernible with each assignment. The operator must perform several directly related adjustments prior to feeding work to be copied into the machine to compensate for variations in the quality and size of the original and the final product request, i.e., flow of ammonia gas, machine speed drive, percentage of reduction or enlargement, light sensitivity required by material. The finished work is collated by hand prior to pick up by the requesting office. The work varies only in terms of materials and quantity requirements.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The routine operation of the equipment facilitates the work of the training and engineering departments. The work has little impact beyond the immediate section other than providing timely service to the user.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Personal contacts are primarily with coworkers and workers in the organizations requesting machine services.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Personal contacts involve the exchange of information directly related to the work.

Factor 8. Physical Demands -- Level 8-2 -- 20 points

The work requires the operator to stand for long periods of time and occasionally requires lifting of moderate heavy items (under 50 pounds) such as paper supplies.

Factor 9. Work Environment -- Level 9-1 -- 5 points

The work is performed in a production environment. The diazo equipment is properly ventilated and poses no risks or discomforts in the immediate environment which would require special safety precautions.

**TOTAL POINTS -- 455**

**COPIER/DUPLICATING EQUIPMENT OPERATOR, GS-0350-03, BMK #6**

Duties

- Sets up, operates, adjusts, and monitors a high-speed electrostatic copier/duplicator to produce and collate single and multiple page copies from originals. The equipment is capable of producing several thousand copies per hour.
- Maintains production and supply usage records as required.
- Performs daily and weekly maintenance as required.

Factor 1. Knowledge Required by the Position -- Level 1-2 -- 200 points

- Knowledge and skill to perform established operating procedures to produce and collate copies of single and multiple page documents on a high-speed electrostatic copier/duplicator.
- Knowledge and skill in the routine set up procedures and the sequence of originals to be copied to produce one or two sided copies.
- Knowledge of routine recordkeeping requirements for production and material usage.

-- Basic skill to perform routine equipment maintenance such as cleaning the document glass, corotrons, and lamps.

Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

Assignments are made by the supervisor in the form of approved copy requests. The copy request form indicates what is to be done in terms of quantity, rate of reduction, one or two sided copy, etc. The operator performs assignments independently and resolves routine operating problems. The supervisor is available for assistance should unusual situations or operating problems arise. The finished work is spot-checked for compliance with the copy request form and evaluated in terms of quality and timeliness by the supervisor.

Factor 3. Guidelines -- Level 3-1 -- 25 points

Guidelines consist of approved requests for copy service, equipment manufacturers' operating manuals, and standard operating procedures. The guidelines are detailed, complete, and apply to most aspects of work performed by employee. Work is performed in strict adherence to the guidelines. Deviations must be authorized by the supervisor.

Factor 4. Complexity -- Level 4-1 -- 25 points

Work consists of operating a high-speed electrostatic copier/ duplicator to produce and collate one and/or two sided copies of single and multiple page documents. The operator performs settings on the equipment according to the work order, (e.g., quantity, rate of reduction, color of paper, sets or stacks). Originals to be copied are arranged by the operator according to job requirements, (i.e., one or two sided copying). The work is clear-cut, relates directly to the equipment settings and the sequence of the originals to be copied.

Factor 5. Scope and Effect -- Level 5-1 -- 25 points

The purpose of the work is to provide quick copy service to the department. The service facilitates the work of others within the department. The work has little impact beyond the timeliness of the service provided to the user.

Factor 6. Personal Contacts -- Level 6-1 -- 10 points

Personal contacts are generally limited to coworkers and employees within the department.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

Contacts are for the purpose of exchanging information directly related to the work.



## Factor 8. Physical Demands -- Level 8-2 -- 20 points

The work requires long periods of standing, stooping, and reaching during equipment operation; recurring lifting of moderately heavy items such as boxes of paper and other equipment supplies.

## Factor 9. Work Environment -- Level 9-1 -- 5 points

Work is performed in an area which is adequately lighted, heated, and ventilated. There are no risks or discomforts which would require special safety precautions.

**TOTAL POINTS – 455**

## **DUPLICATING EQUIPMENT OPERATOR, GS-0350-04, BMK #1**

## Duties

- Sets up, operates, and adjusts an automatically controlled duplicator (maximum sheet size not larger than 11 x 17 inches) which operates in conjunction with an on-line electrostatic image (paper) maker and an on-line sorter to reproduce readable copy of single or multiple page documents in short runs.
- Diagnoses equipment malfunctions, operating problems, and performs corrective adjustments as necessary.
- Operates copier/duplicator equipment on an "as-time-permits" basis. Normally directs users to appropriate copier based on number of copies required and instructs user how to properly operate the copy machine.
- Reviews work requests for duplication accordance with guidelines to determine if the work can be performed in the copy center.
- Maintains accurate production records for equipment operated.
- Performs operator maintenance such as daily clean up, lubrication, changing blankets and wicks, checking and replenishing levels of ink, developer, etc.

## Factor 1. Knowledge Required by the Position -- Level 1-3 -- 0350 points

- Thorough knowledge and skill of the set up, adjustment, and operating procedures for an automatically controlled duplicator, an on-line electrostatic imager maker, an on-line automatically controlled sorter.
- Knowledge and skill to diagnose equipment malfunctions and operating problems and perform corrective adjustments as necessary. Typically, such corrective adjustments are

due to improper balance between water and ink, inadequate pressure on cylinders, poor ink distribution, etc.

- Knowledge and skill of basic operating procedures for a copying machine.
- Knowledge of record keeping requirements for production control and supply usage.
- Skill in performance of routine maintenance procedures.

#### Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

The supervisor provides continuing and individual assignments by indicating generally, what is to be done such as the deadlines and priorities of assignments. Individual assignments are requested through the supervisor by individuals within the organizations serviced. The operator performs assignments independently according to the work order and resolves most problems without help from the supervisor. The supervisor resolves unusual problems and provides specific instructions for special tasks. The supervisor occasionally spot-checks completed work; however, the nature of the work entails a continuous review of the completed work by the user of the service in terms of timeliness and readability.

#### Factor 3. Guidelines -- Level 3-2 -- 125 points

Written guidelines consist of agency directives, copy center operating procedures, and equipment manufacturers' operating manuals. Written and oral guidelines are specific and require little interpretation. Copy center operating procedures are typically cost orientated; they determine the most effective means of reproduction in terms of quantity, cost per copy reproduced on a particular machine, and identify the type of work which may be reproduced in the "copy center." The incumbent is required to exercise a degree of judgment in determining the appropriate guideline for a particular situation or operating problem. Situations not specifically within the existing guidelines are referred to the supervisor.

#### Factor 4. Complexity -- Level 4-2 -- 75 points

Work consists of operating automated duplicating equipment to reproduce readable copies of letters, memoranda, etc. The work does not require close registration, multiple colors, or halftones. The equipment setup and adjustment is performed after the operator has considered the quality, background color, and size of the document to be duplicated. The incumbent sets the controls and then feeds an original document into an electrostatic image maker to produce a paper master. After proper machine adjustments, the master proceeds automatically to the master cylinder for duplication of required copies, which, in turn, are fed automatically into an automatic sorter (()) if assembly is required. Completed work is picked up by the requesting office. The specifics of the work such as the number of copies, size or color of paper, have been determined by the office requesting the service and are clearly listed on the requisition form.

**Factor 5. Scope and Effect -- Level 5-1 -- 25 points**

The purpose of the work is to provide administrative support reproduction service which facilitates the work of others in various organizations in the agency. The work does not affect the accuracy or reliability of the subject matter or other work processes performed in the organizations serviced by the copy center.

**Factor 6. Personal Contacts -- Level 6-2 -- 25 points**

Contacts are with employees in various organizations within the agency serviced by the copy center.

**Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points**

Contacts are typically for the purpose of obtaining and/or clarifying reproduction requests on the requisition form.

**Factor 8. Physical Demands -- Level 8-2 -- 20 points**

Work requires recurring lifting of moderately heavy (less than 23 kilograms (50 pounds)) items such as boxes of paper stock, inks, and other supplies; continuous standing, stooping, and bending during the operation and adjustment of the equipment.

**Factor 9. Work Environment -- Level 9-2 -- 20 points**

Work is performed in a well-lighted, ventilated, and heated office setting; however, the incumbent is continually exposed to risks and discomforts such as paper dust, machine grease, toner, ink, and solvents. Special safety precautions must be observed to prevent injury during the operation of the equipment.

**TOTAL POINTS -- 785**

## **PERIPHERAL EQUIPMENT OPERATOR, GS-0350-04, BMK #2**

**Duties**

- Sets up and operates a variety of peripheral computer equipment such as auto-load tape units, high-speed impact printers, tape-to-card and card-to-tape converters.
- Sets up and operates a computer output microfilmer (COM). The film is processed commercially.
- Maintains required equipment operating records.

- Removes faulty materials from machines which have caused malfunctions and corrects error situations not involving programming faults.
- Observes input and output material for creases, tears, printing defects, or other similar conditions.
- Monitors the equipment panel lights to detect machine malfunctions and error situations.
- Replaces ribbons in high-speed impact printers, replenishes film supply in COM unit, and performs minor cleaning functions such as cleaning tape contact points, etc.

Factor 1. Knowledge Required by the Position -- Level 1-3 -- 0350 points

- Thorough knowledge and skill in the set up, operating, and adjustment procedures necessary to operate a variety of peripheral equipment devices such as auto-load tape units, high-speed impact printers, card-to-tape and tape-to-card converters, and a computer output microfilmer.
- Knowledge and skill to diagnose, solve, and correct equipment operating problems not involving programming or mechanical/electrical faults.
- Skill to maintain equipment operating records as required.
- Skill to perform routine maintenance on equipment operated.

Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

The supervisor or computer operator provides general instructions on continuing assignments. Under general supervision, the incumbent performs recurring assignments independently. Guidance is provided (()) by the supervisor in new work situations. Work is reviewed on a periodic basis for compliance with instructions and established procedures. The supervisor provides specific guidance to the equipment operator when operating problems or unusual situations occur.

Factor 3. Guidelines -- Level 3-1 -- 25 points

Guidelines are specific and detailed, allowing little room for interpretation or selection among them. Guidelines include equipment manufacturers' operating manuals and operating directives issued by the computer center.

**Factor 4. Complexity -- Level 4-2 -- 75 points**

Work consists of operating a variety of peripheral equipment devices in support of a central processing unit. The work requires the employee to set-up, operate, adjust, and monitor the operation of auto-load tape units, high-speed impact printers, a computer output microfilmer, card-to-tape and tape-to-card converters. In addition, the employee is required to correct error situations which have resulted due to operating problems, defective materials, or improper set ups. The employee determines the corrective action to be taken after considering the problem, type of equipment, possible causes, and past experience in operating such equipment.

**Factor 5. Scope and Effect -- Level 5-1 -- 25 points**

The operation of peripheral computer equipment involves the performance of specific procedures. The work does not affect the reliability of the data being processed. The purpose of the work is to provide timely equipment service and to facilitate the work of employees in other sections.

**Factor 6. Personal Contacts -- Level 6-1 -- 10 points**

Contacts are primarily with coworkers in the immediate and support units.

**Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points**

Contacts are for the exchange and clarification of information regarding the work to be performed or in process.

**Factor 8. Physical Demands -- Level 8-2 -- 20 points**

Incumbent must stand several hours daily while operating and monitoring the operation of peripheral equipment devices. The work requires frequent bending, lifting, and carrying of items such as tapes, stacks of punch cards, and computer paper.

**Factor 9. Work Environment -- Level 9-1 -- 5 points**

Work is performed in a typical computer operating environment. The work involves everyday risks and discomforts normally associated with computer operations. The work area is climate controlled and adequately lighted. No special safety precautions are required during the performance of assigned duties.

**TOTAL POINTS -- 655**

## **MAIL PROCESSING EQUIPMENT OPERATOR, GS-0350-04, BMK #3**

### Duties

- Sets up, operates, and adjusts at various times essentially all of the following equipment to mail out packages, notices, letters, etc., as well as to receive and open mail: automatic addressing and labeling equipment, bursting machines, a parallel folding machine, a small paper cutter, envelope inserting equipment, automatic mail-sorting and related equipment.
- Monitors the equipment during operation to prevent and clear jams when they occur.
- Diagnoses machine malfunctions and performs corrective adjustments as required.
- Insures that the proper documents are being processed according to individual job orders and that completed work is separated and correctly routed.
- Cleans, oils, and performs minor repairs.

### Factor 1. Knowledge Required by the Position -- Level 1-3 -- 0350 points

- Thorough knowledge of mail processing equipment operations and procedures.
- Knowledge of skill to set up, operate, monitor, and adjust a variety of mail processing equipment.
- Knowledge and skill to diagnose machine malfunctions and operating difficulties, and to perform corrective adjustments such as correcting the feed sequence in a multiple station envelope inserting machine.
- Skill to perform operator maintenance and minor repairs such as replacing filters and belts, sucker cups, vacuum hoses, and other similar worn or defective parts.

### Factor 2. Supervisory Controls -- Level 2-2 -- 125 points

Assignments are generally relayed to the employee through the section work leader. The employee works independently on recurring assignments and uses initiative to resolve most operating problems.

The work leader provides general guidance and is available for assistance with difficult and unusual problems. Completed work is evaluated by the supervisor in terms of timeliness and quantity.

**Factor 3. Guidelines -- Level 3-2 -- 125 points**

Written guidelines consist of equipment manufacturers' operating manuals and agency instructions involving operating procedures. Some judgment is required in selecting and applying the most appropriate guideline to a range of operating problems and maintenance procedures. Situations not covered by the guidelines are referred to the supervisor.

**Factor 4. Complexity -- Level 4-2 -- 75 points**

The work consists of several related steps and processes in the set up, operation, adjustment, and maintenance of a variety of mail processing machines to perform operations necessary to process outgoing and incoming mail at high rates of speed. The proper set up and adjustment of the machinery requires the employee to consider several apparent factors such as the work to be processed, the machinery to be utilized, and the differences in equipment set ups for similar jobs. The variety of equipment set ups is limited by the capabilities of the machine and the size of the material being processed.

**Factor 5. Scope and Effect -- Level 5-1 -- 25 points**

The work involves routine set up, operation, and adjustment of mail processing equipment to process incoming and outgoing mail. The proper performance of this facilitates the work of others and maintains the operating efficiency of the unit. The work does not affect further processes or services.

**Factor 6. Personal Contacts -- Level 6-1 -- 10 points**

Contacts are primarily with coworkers in the distribution unit.

**Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points**

Contacts are to furnish or receive information regarding work in process or work to be processed by the machine unit.

**Factor 8. Physical Demands -- Level 8-3 -- 50 points**

Work requires the equipment operator to stand for extended periods of time during machine operations and to lift heavy items such as stacks of computer forms, cartons of envelopes, and mail bags which weigh over 23 kilograms (50 pounds).

## Factor 9. Work Environment -- Level 9-2 -- 20 points

Work is performed in a well-lighted and adequately maintained area within an office building. However, the operator is subject to machine noise, paper dust, and grease. The work requires knowledge of special safety precautions. The employee is required to wear ear protectors.

**TOTAL POINTS -- 800**

**MICROFORM EQUIPMENT OPERATOR,GS-0350-04, BMK #4**

## Duties

- Sets up and operates a computer output microfilmer (COM) unit with formatting capabilities, a conventional film processor, a microfiche viewer and reader, a roll-to-roll duplicator, a microfiche cutter, a densitometer, and other related equipment to produce microfilm from computer generated data for organizations with the agency as well as organizations outside of the agency.
- Performs various quality control checks, tests, and adjustments to insure an acceptable level of quality in the processed microfilm, e.g., visually inspects film for photographic defects, reads process control strips on a densitometer and records densities and base fog, reads resolution test targets with microscope.
- Maintains required production and control records.
- Performs operator maintenance on equipment.

## Factor 1. Knowledge Required by the Position -- Level 1-3 -- 0350 points

- Thorough knowledge and skill in the set up, operating, and adjustment procedures of specialized microfilm equipment such as a "smart" computer output microfilmer, a microfilm processor, a roll-to-roll duplicator, a fiche-cutter, and other related equipment.
- Knowledge to interpret the results of various quality control tests and checks and the skill to perform the necessary corrective adjustments to maintain an acceptable level of quality in the processed microfilm.
- A non-professional knowledge of well established practices and procedures in automatic film processing.
- Knowledge of agency microfilming regulations, standards, and record-keeping requirements.
- Skill to perform operator maintenance e.g., cleans equipment according to manufacturers' instructions, replenishes materials, and replaces printing lamps.



**Factor 2. Supervisory Controls -- Level 2-2 -- 125 points**

The supervisor provides individual and continuing assignments. Continuing assignments are in the form of approved microfilm requests. Assignments specifically identify things to be done such as deadlines, priority of assignments, reduction ratio, format orientation, and number of copies. The employee works independently on routine assignments. Operating problems not specifically covered in the instructions are referred to the supervisor. Work is spot-checked by supervisor for compliance with instructions, agency regulations, and microfilming standards.

**Factor 3. Guidelines -- Level 3-2 -- 125 points**

Guidelines consist of equipment manufacturers' operating handbooks, established procedures, agency regulations, and microfilming standards. The guidelines are specific and complete. The operator uses judgment in selecting the most appropriate guideline for application to operating problems, machine adjustments, and maintenance. Significant deviations or situations to which the existing guidelines do not apply are referred to the supervisor.

**Factor 4. Complexity -- Level 4-2 -- 75 points**

The work consists of operating a variety of specialized microform equipment to produce and duplicate microfilm generated from computer output tapes. The operator sets up, operates, and adjusts a "smart" computer output microfilmer, a film processor, a roll-to-roll duplicator, and related microfilm equipment. The operator must consider several factors prior to determining the appropriate set up for each piece of equipment operated, e.g., quality and format of the input tape to be microfilmed. These conditions are easily recognized and the decision as to what must be done is limited to few choices.

**Factor 5. Scope and Effect -- Level 5-1 -- 25 points**

The work provides microfilming service to users within and outside the agency. The service facilitates the work of others; however, the work has little or no impact beyond the timely provision of microfilming service to users. The work does not affect the accuracy or content of the data microfilmed.

**Factor 6. Personal Contacts -- Level 6-2 -- 25 points**

Contacts are primarily with microfilm users within and outside the agency. In addition, contacts do occur with material suppliers and equipment manufacturers' technical representatives on a less frequent basis. All contacts take place in the employees workplace.

Factor 7. Purpose of Contacts -- Level 7-1 -- 20 points

The purpose is to provide and clarify information to microfilm users regarding available services and to obtain technical information from suppliers and manufacturers regarding materials and equipment.

Factor 8. Physical Demands -- Level 8-1 -- 5 points

The work is sedentary. However, there is some standing, walking, reaching, and bending during the set up, operation, and maintenance of the equipment. The employee frequently carries light items such as computer tapes and rolls of film.

Factor 9. Work Environment -- Level 9-2 -- 20 points

The work involves moderate risks and discomforts such as film cuts, skin irritations, and burns from the chemicals used in processing microfilm. The employee must follow special safety precautions when handling chemicals during the performance of work.

**TOTAL POINTS -- 770**

## **ENDNOTES**

\* - The words "machine" and "equipment" are used interchangeably and are considered to be synonymous in the standard.

1 - The Guideline for the Determination of Trades, Crafts, or Manual-Labor Positions in the Introduction to the Classification Standards will be referred to as "Guidelines" through the remainder of this section. This use of the word "Guideline" is not to be confused with the third factor in the Factor Evaluation System.