

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

Dallas Oversight Division  
1100 Commerce Street, Room 441  
Dallas, TX 75242-1027

**Classification Appeal Decision**  
**Under section 5112 of title 5, United States Code**

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

**Agency classification:** Supply Clerk (OA)  
GS-2005-04

**Organization:** [installation]  
Department of Army  
[geographic location]

**OPM decision:** Supply Clerk (OA)  
GS-2005-04

**OPM decision number:** C-2005-04-01

/s/ (Bonnie J. Brandon)

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Bonnie Brandon  
Classification Appeals Officer

August 27, 2002

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Date

As provided in section 511.612 of title 5, Code of Federal Regulations, this decision constitutes a certificate that is mandatory and binding on all administrative, certifying, payroll, disbursing, and accounting officials of the government. The agency is responsible for reviewing its classification decisions for identical, similar, or related positions to ensure consistency with this decision. There is no right of further appeal. This decision is subject to discretionary review only under conditions and time limits specified in the *Introduction to the Position Classification Standards*, appendix 4, section G (address provided in appendix 4, section H).

**Decision sent to:**

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

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## **Introduction**

On May 20, 2002, the Dallas Oversight Division of the U.S. Office of Personnel Management (OPM) accepted a classification appeal from [appellant]. We received her agency's administrative report on June 12, 2002. The appellant's position is currently classified as a Supply Clerk (OA), GS-2005-4. The appellant believes that her duties warrant classification as a Supply Technician, GS-2005-5. Her position is assigned to the [organizational location] We have accepted and decided her appeal under section 5112(b) of title 5, United States Code (U.S.C.).

In making our decision, we carefully considered all of the information contained in the written record. This includes information provided by the appellant and the agency personnel office, including her current work assignments and position description (PD), [number]. The record information was supplemented by several telephone interviews. We conducted telephone audits with the appellant on June 28, 2002, and July 2, 2002. We also interviewed her first-level supervisor by telephone on July 1, 2002.

## **General issues**

The record indicates that the appellant believes her duties are similar to those of her co-worker whose position is classified as GS-2005-05. By law, a classification appeal decision is based on comparing the appellant's current duties and responsibilities to OPM position classification standards and guidelines (5 U.S.C. 5106, 5107, and 5112). Since comparison to the standards is the exclusive method for classifying positions, we cannot compare the appellant's current duties to other positions as a basis for deciding an appeal.

## **Position information**

The primary purpose of the appellant's position is to provide supply services support to CIF customers. The mission of the CIF branch is to maintain and replenish stock of war and peacetime field training organizational clothing and individual equipment (OCIE) for issue to military personnel. Her duties include preparing requisition documents to order OCIE, ensuring documents are complete and contain the correct stock number and price. The appellant assigns document numbers to the requests by posting the transactions to the document register. Every thirty days, she verifies the status of orders appearing on the Reconciliation Report, which is generated by the Supply Support Activity, which is located within the Supply and Services Division. The appellant verifies whether the items appearing on the Reconciliation Report are still needed or if a cancellation action is required. She posts property book transactions using the automated installation support module to CIF property book and inputs adjustment transactions to obtain document numbers and adjust the property book balance.

The appellant assists warehouse personnel in performing a semi-annual inventory for two weeks out of every six months. She performs customer service by issuing OCIE to individuals after reviewing authorization of quantity and type of items requested. The appellant also receives OCIE from individuals and completes the documentation for turned-in items. She conducts

periodic soldier records reconciliations by accessing the automated database and CIF supporting document files.

The appellant types and edits correspondence including memos, letters, reports and other documents originated by the supervisor. She updates and publishes an OCIE price list. She also maintains the office files in accordance with the Army filing system. The appellant answers telephone inquiries from CIF customers and directs calls to appropriate individuals.

The CIF branch personnel are supervised by a Supervisory General Supply Specialist, GS-2001-9. Other CIF personnel include a Supply Technician, GS-2005-5; a Materials Handler, WG-6907-6; three Materials Examiners and Identifiers, WG-6912-5; three special duty military, and eight temporarily assigned military personnel.

### **Series and title determination**

The agency placed the position in the Supply Clerical and Technician Series, GS-2005. The appellant does not disagree with the series determination. The Supply Clerical and Technician Series, GS-2005 includes positions involved in supervising or performing clerical and technical supply support work necessary to ensure the effective operation of ongoing supply activities. The work requires knowledge of supply operations and program requirements and the ability to apply established supply policies, day-to-day servicing techniques, regulations, or procedures. Also, supply clerks and technicians must have sufficient knowledge of the automated systems to apply instructions for supply actions such as data entry, reports retrieval, error correction, and searching for specific records. We agree that the GS-2005 series is appropriate. The prescribed titles for this series are dependent on grade level. As our following evaluation of the duties and responsibilities of the position equate to the GS-4 level, Supply Clerk is the appropriate title. Additionally, a qualified typist is required to perform the duties of the position. The position requires use of office automation equipment and software. Therefore, the parenthetical designator Office Automation (OA) is appropriately added to the title.

### **Grade determination**

We used the GS-2005 standard and the Office Automation Grade Evaluation Guide to determine the series, title, and grade of the appellant's position. The classification standard for the GS-2005 Supply Clerical and Technician Series is written in the Factor Evaluation System (FES) format, which uses nine factors. Each factor is evaluated separately and is assigned a point value consistent with the factor level definitions described in the standard. The total number of points for all nine factors is converted to a grade by use of the standard's grade conversion table. Under the FES, each factor level description describes the minimum characteristics needed to receive credit for the described level. Therefore, if a position fails to meet the criteria in a factor level description in any significant aspect, it must be credited at the next lower level. Conversely, the position may exceed those criteria in some aspects and still not be credited at a higher level. Position factors that exceed or fall short of the described factor levels are compared to the Primary Standard which serves as the framework for each FES standard. A factor-by-factor analysis of the appealed work is provided. The record shows that the appellant disagrees with the level determinations for Factors 2, 4, 6/7, 8, and 9 of her PD.

*Factor 1, Knowledge required by the position*

This factor measures the nature and extent of information or facts a worker must understand in order to do acceptable work (e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts) and the nature and extent of skills needed to apply those knowledges. To be used as a basis for selecting a level under this factor, the knowledge must be required and applied.

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

The work at Level 1-4 requires a thorough knowledge of governing supply regulations, policies, procedures, and instructions applicable to the specific assignment. This knowledge is used to conduct extensive and exhaustive searches for required information; reconstruct records for complex supply transactions; and/or provide supply operations support for activities involving specialized or unique supplies, equipment, and parts such as special purpose laboratory or test equipment, prototypes of technical equipment, parts and equipment requiring unusual degrees of protection in shipment and storage, or others that are unique to the organization's mission or are seldom handled. This knowledge is also used in positions performing routine aspects of supply specialist work based on practical knowledge of standard procedures, where assignments include individual case problems, related to a limited segment in one of the major areas of supply management (e.g., cataloging, inventory management, excess property, property utilization, or storage management).

The appellant's work supports the crediting of Level 1-3. The knowledge required for this position is used mainly to perform the full range of standard clerical and supply assignments and to resolve recurring problems. The work requires knowledge of standard supply regulations for preparing requisition documents, conducting issues, turn-ins and exchanges, and for processing property book transactions. The appellant uses her knowledge of standard supply regulations, policies, and procedures to resolve recurring problems while conducting customer service in person, and answering inquiries over the phone or in writing. Also, as described at Level 1-3, the appellant uses an automated system, the CIF Installation Support Module, to enter supply transactions and retrieve information. She also uses several automated programs to perform standard clerical assignments such as typing correspondence, price lists, personnel rosters, and filling out miscellaneous forms.

Level 1-4 is not met. Level 1-4 requires the knowledge of an extensive body of rules, procedures, or operations that involve extended training and experience to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide range of problems. The appellant's work does not require a thorough knowledge of supply regulations, policies, and procedures to conduct extensive and exhaustive searches for required information.

Also, the work does not support the description of Level 1-4 regarding the reconstruction of records for complex supply transactions and/or supply operations support for activities involving specialized or unique supplies, parts, and equipment requiring unusual degrees of protection in shipment and storage.

We credit this factor with Level 1-3 (350 points).

### *Factor 2, Supervisory Controls*

This factor considers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the review of completed work. Supervisory controls are measured by the way assignments are made, instructions are given, priorities and deadlines are set, objectives and boundaries are defined, and the way work is reviewed.

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

The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor or higher grade employee for decision or help.

The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

At Level 2-3, the supervisor makes assignments by defining objectives, priorities, and deadlines; and assists the employee with unusual situations which do not have clear precedents. In some circumstances, the employee works independently from the supervisor or specialist in a remote location. Contact with the supervisor is infrequent, although usually available by telephone and periodic on-site visits. Continuing assignments are usually performed with considerable independence. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. When the employee assists a supply specialist in performing segments of more complex technical operations, the work may be subject to closer technical guidance and control. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

The supervisory controls for the appellant's position fully meet Level 2-2. The appellant works under the technical guidance and supervision of the CIF branch supervisor, GS-2001-9. The supervisor does not necessarily control the appellant's flow of day-to-day work; however, the appellant's work assignments are of a regular and recurring nature (e.g., preparation of requisition documents, status reconciliations, property book transactions, OCIE issue and turn-in,

and office automation tasks). She uses initiative in carrying out these assignments independently, and refers deviations, problems, and unfamiliar situations to the supervisor. Specific work assignments, such as type and quantity of items to be requisitioned, are provided by the supervisor either orally or in writing. The supervisor reviews completed work for technical accuracy by reviewing workload data reports and conducting records reviews.

Level 2-3 is not fully met. At Level 2-3, the employee works more independently than at Level 2-2 and contact with the supervisor is infrequent. In this case, the supervisor maintains daily personal contact with the appellant. The supervisor works in an office located directly across the hall from the appellant's office and is also accessible via cellular phone for assistance when absent from the immediate work area.

We assign Level 2-2 (125 points).

### *Factor 3, Guidelines*

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

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

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

The appellant's guidelines meet the description of Level 3-2. The appellant uses established and specific guidelines such as DA Pam 710-2-1 for preparing requisition documents, and conducting issues, turn-ins and exchanges; AR 735-5 for processing property book transactions such as cash collection vouchers, statements of charges, and reports of survey; and has correspondence guidelines and a CIF Installation Support Module guide available for use. The appellant uses some judgment in locating and selecting the most appropriate guidelines for application. Proposed deviations from the guidelines are referred to the supervisor.

Level 3-3 is not fully met. In this case, the appellant uses guidelines to ensure that work is performed in accordance with established regulations. The work does not require the appellant to analyze the results of applying the guidelines or to recommend changes to established guidelines.

We credit Level 3-2 (125 points).

*Factor 4, Complexity*

This factor covers the nature, number, variety, and intricacy of tasks, steps, process, 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.

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

The work at Level 4-3 involves unusually complicated or difficult technical duties involving one or more aspects of supply management or operations. The work at this level is difficult because it involves actions that are not standardized or prescribed; deviations from established procedures; new or changing situations; or matters for which only general provision can be made in regulations or procedures. This typically involves supply transactions which experienced employees at lower grades have been unable to process or resolve, or which involve special program requirements for urgent, critical shortage items requiring specialized procedures and efforts to obtain.

At Level 4-3, the employee decides what needs to be done depending on the analysis of the subject, phase, or issues involved in each assignment, and the chosen course or action may have to be selected from many alternatives. Decisions are based largely on the employee's experience, precedent actions, and the priority assigned for resolving the particular problem. The methods and procedures used to resolve each issue vary based on the circumstances of each individual case. The work involves conditions and elements that the employee must identify and analyze to discern interrelationships with other actions, related supply programs, and alternative approaches.

The appellant's assignments support the crediting of Level 4-2. The record describes duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices that require the appellant to recognize the existence of and differences among a few easily recognizable situations. For example, the appellant determines what type of transactions or entries to be made when conducting record reconciliations, property book transactions and equipment issue and turn-in. Deviations from established procedures, problems and unfamiliar situations are referred to the supervisor.

The work performed by the appellant does not meet Level 4-3. The record does not describe unusually complicated or difficult technical duties involving different and unrelated processes and methods. Additionally, the work does not involve conditions in which the appellant must identify and analyze to recognize interrelationships with other actions.



We credit Level 4-2 (75 points).

*Factor 5, Scope and effect*

This factor covers the relationship between the nature of the work and the effect of the work

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

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

The appellant's work is a match for Level 5-2. The scope of the supply services she performs is governed by established regulations or procedures which are readily available. Her work products and services have an effect on the accuracy, reliability, and acceptability of CIF customer services. For example, she conducts reconciliation of unit records, performs property book transactions, provides answers to CIF customer inquiries, and conducts equipment issue and turn-in, all which have an impact on the processes of other supply areas or customer services.

The scope and effect of the appellant's work does not meet Level 5-3. The appellant's work does not involve extensive fact finding, broad problem solving situations, or recommendations to resolve conditions or change procedures

We credit Level 5-2 (75 points).

*Factor 6, Personal contacts, and Factor 7, Purpose of contacts*

These factors include face-to-face contacts and telephone dialogue with persons not in the supervisory chain, and pertain to the reasons the contacts are made.

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

Personal contacts made at Level 6-2 are with employees in the same agency, but outside the immediate organization. Persons contacted generally are engaged in different functions,

missions, and kinds of work, such as representatives from various levels within the agency or from other operating offices in the immediate installation.

Personal contacts at Level 6-3 are with persons from outside the employing agency in a moderately unstructured setting (e.g., the contacts are not established on a routine basis, the purpose and extent of each contact is different, and the role and authority of each party is identified and developed during the course of the contact). Typical of contacts at this level are supply employees in other departments or agencies, inventory item managers, contractors, or manufacturers.

The appellant's contacts are comparable to those described in Level 6-2 in which the primary contacts are with employees in the same agency, but outside the immediate organization, such as Department of the Army personnel from various units at [the installation]. The appellant also maintains contact with employees within the Supply and Services Division. The personal contacts are established in a structured setting. For example, the contacts are conducted on a routine basis, in person and over the telephone, while performing equipment issue and turn-in, and providing customer service.

Level 6-3 is not met. The appellant's personal contacts are not with employees from outside the Department of the Army in a moderately unstructured setting. The appellant does not interact with inventory item managers, manufacturers, or supply employees in other agencies.

In General Schedule occupations, the purpose of personal contacts ranges from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, or objectives.

The purpose of contacts at Level a is to obtain, clarify, or exchange facts or information, regardless of the nature of those facts, which may range from easily understood to highly technical.

At Level b, the purpose of contacts is to plan, coordinate, or advise on work efforts or to resolve operating problems by clarifying discrepancies in information submitted by serviced organizations, resolving automated system problems causing erroneous transaction records, or seeking cooperation from others to resolve complicated supply actions.

The appellant's contacts, comparable to Level a, are for the purpose of obtaining, clarifying, and exchanging facts or information. The appellant conducts face-to-face contact with Department of the Army personnel from various units within the installation for the purpose of issuing and receiving organizational clothing and individual equipment. She also addresses customer inquiries, in person and over the telephone, regarding Central Issue Facility information, such as operating hours, issue and turn-in procedures, item nomenclatures, national stock numbers, and prices.

Level b is not met. The appellant's contacts are not for the purpose of planning, coordinating, or resolving complicated supply actions.

We credit Factor 6 and Factor 7 with Level 2a (45 points).

*Factor 8, Physical demands*

This factor covers the requirements and physical demands placed on the employee by the work assignments. This includes physical characteristics and abilities (for example, specific agility and dexterity requirements) and the physical exertion involved in the work (for example, climbing, lifting, pushing, balancing, stooping, kneeling, crouching, crawling, or reaching).

At Level 8-1 the work is primarily sedentary, although, there may be some walking, standing, bending, carrying of light items such as papers, books, or small parts. No special physical demands are required to perform the work

At Level 8-2 the work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching; or similar activities. Additionally, the Primary Standard refers to work that may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

The physical requirements involved in the appellant's duties are a match for Level 8-1. The work requires no special physical demands. It may involve some walking, standing, bending, or carrying of light items. The appellant's work does not require the physical exertion of long periods of walking over rough, uneven, or rocky surfaces, or long periods of standing, bending, crouching, stooping, stretching, or reaching, as described in Level 8-2.

We assign Level 8-1 (5 points).

*Factor 9, Work environment*

This factor considers the risks and discomforts in the employee's physical surroundings and the safety regulations required.

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

At Level 9-2 the work environment involves moderate risks or discomforts which require special safety precautions, such as working around moving equipment, carts, or machines. The Primary Standard also addresses moderate risks or discomforts such as exposure to contagious diseases or irritant chemicals. In addition, employees may be required to use protective clothing or gear such as masks, gowns, safety shoes, goggles, hearing protection, and gloves.

The appellant's work environment is comparable to Level 9-1. The appellant performs approximately 85% of her work in an enclosed office which is located within a warehouse. This

is an office setting which consists of the necessary office equipment to perform the job as well as heating, air conditioning, and lighting. Normal safety precautions and practices are observed.

Level 9-2 is not fully met. Approximately 15% of her duties are performed in the warehouse area adjacent to the office while issuing berets, exchanging sergeant hats, and accessing individual soldier records. Although forklifts are present in the warehouse area, the appellant's work environment does not meet the description of moderate risks or discomforts which require the use of protective clothing or gear in order to perform the duties of the position.

We credit Level 9-1 (5 points).

*Summary*

<i>Factor</i>	<i>Level</i>	<i>Points</i>
1. Knowledge required by the position	1-3	350
2. Supervisory controls	2-2	125
3. Guidelines	3-2	125
4. Complexity	4-2	75
5. Scope and effect	5-2	75
6. Personal contacts and	6-2	45
7. Purpose of contacts	7-a	
8. Physical demands	8-1	5
9. Work environment	9-1	5
<i>Total</i>		805

The total of 805 points is credited. Using the grade conversion table in the GS-2005 standard, 805 points fall in the GS-4 range (655-850).

We have reviewed the office automation duties of the position and find that work equates to GS-3, as determined by using the Office Automation Grade Evaluation Guide.

**Decision**

The position is properly classified as Supply Clerk (OA), GS-2005-4