

# Position Classification Standard for Traffic Management Series, GS-2130

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## SERIES DEFINITION

This series includes positions that involve (1) performing, administering, or supervising technical and analytical work concerned with planning, development, and execution of traffic policies and programs; or (2) directing and managing programs to obtain the economical and efficient transportation of freight, personal property, and/or passengers. Positions in this occupation primarily require a knowledge of Federal traffic management principles and policies; transportation industry operations, practices, and capabilities; special handling or movement requirements associated with freight, passengers, or other transportation operations; and the relationship of traffic management to other agency or organizational programs and functions.

This standard supersedes the standard for this occupation issued in June 1970 (TS-1).

## EXCLUSIONS

1. Classify clerical or assistance work that involves procurement of carrier services for the movement of freight or personal property; the transportation of persons; or the classification, rating, and routing of freight in the appropriate specialized series. (See the definitions for the [Freight Rate Series, GS-2131](#) or Shipment Clerical and Assistance Series, GS-2134).
2. Classify positions that involve controlling or scheduling the movement of cargo into, out of, or through terminals in the [Cargo Scheduling Series, GS-2144](#).
3. Classify positions that involve planning and directing the loading and stowage of cargo aboard vessels and the unloading of cargo from vessels in the [Marine Cargo Series, GS-2161](#).
4. Classify positions that involve planning, directing, or operating transportation systems and terminals (rail, air motor, water, or pipeline) in the [Transportation Operations Series, GS-2150](#).

## OCCUPATIONAL INFORMATION

The objective of traffic management is to obtain the most efficient freight, personal property, or passenger transportation services at the most economical cost. The cost must be commensurate with the services needed, safety and security requirements, and the mission and program requirements of the agency or organization served.

Traffic management programs are primarily found in agencies (and their component organizations) that have substantial requirements for the large scale movement of freight (equipment and material), passengers, personal property (household goods, baggage, and vehicles), or all three categories. For example, in the military departments, management of the transportation of material and personnel is an integral part of the logistical support program for

operating forces, specified missions, weapon systems, or other designated programs and functions.

*Traffic Managers* --

- plan and direct the overall traffic management program of an organization;
- develop, adapt, and implement policies and plans to support the mission of the agency or installation served;
- analyze and advise on transportation matters;
- conduct traffic studies;
- negotiate with carriers; and/or
- represent the organization's position in disputes, such as disagreements over rates and charges.

Traffic management specialists perform staff analytical work. They may --

- develop, plan, evaluate, and advise on traffic management policies and programs;
- conduct special studies and work on projects in a specific functional area; and/or
- study the general development, application, and impact of traffic management programs, policies, and operations, rather than focusing on individual shipments or transportation of passengers.

Some positions require specialized knowledge, such as --

- knowledge of particular transportation programs; i.e., freight, personal property, and/or passenger;
- knowledge of the transportation requirements and systems for specific geographic areas (international, continental United States);
- knowledge of particular functions or programs that require transportation support, e.g., contract administration, supply, storage, distribution, or inventory management;
- knowledge of program operations to identify and define requirements for the use of automated systems; and/or
- knowledge of contract methodology for the procurement of specific transportation services.

Positions in this occupation involve a broad range of assignments. Listed below are some illustrations of the work included in this series. This list does not necessarily cover all of the specific kinds or combinations of work assigned to positions in this series. Employees in this occupation may --

- provide advisory services to operating program managers on transportation program requirements, capabilities, policies, and procedures;
- analyze and evaluate effectiveness of shipment and transportation programs involving material and/or passengers and recommend alternative strategies to improve efficiency and economy of operations;
- analyze transportation costs to develop alternatives in procurement, storage, distribution, or stocking procedures;
- develop transportation plans to support a particular program or function, such as mobilization;
- study, analyze, and evaluate the potential benefits of using automation to improve efficiency of transportation operations;
- determine data requirements and make recommendations for the automation of transportation administrative operations and systems;
- review carrier applications for approval to transport freight and distribute guidance for the use of approved carriers;
- develop criteria and methodology for forecasting and scheduling cargo and/or passenger movements for agency use;
- monitor carrier performance and recommend or take action to suspend or remove from service carriers that fail to perform satisfactorily;
- analyze and evaluate legislative and regulatory proposals for potential impact on transportation programs, recommend revisions, and prepare implementing guidance;
- survey and evaluate transportation program operations to assess compliance with applicable regulations, policies, procedures, and sound management practices;
- review and analyze the terms of contracts to determine the most effective arrangements for transporting passengers and material;
- evaluate contractors' capability of meeting contractual requirements for passenger transportation and/or shipment of completed products;

- monitor contractors' traffic management operations through review of billing data and/or plant visits;
- negotiate with carriers, using known or forecasted traffic patterns, to provide transport services for specified routes at specific fares and/or rates;
- maintain liaison with transportation industry representatives and organizations to evaluate industry proposals and deal with matters of mutual interest;
- analyze characteristics of commodities shipped to ensure consistency of freight classifications; and/or
- study the possibility of consolidating shipments and using alternate transportation modes to achieve greater economy of operations.

## TITLES

*Traffic Management Specialist* is the title for nonsupervisory positions in this series.

*Supervisory Traffic Management Specialist* is the title for positions that meet the definition of supervisor in the [General Schedule Supervisory Guide](#).

*Traffic Manager* is the title for positions that involve planning, developing, directing, and/or administering the overall traffic management program of an organization. Since this title implies supervisory responsibility, it is to be used for positions that combine transportation program management and direct supervisory responsibilities.

Agencies may add parenthetical titles when further distinctions in the work are necessary. (See the [Introduction to the Position Classification Standards](#) for more complete guidance on parenthetical titles.)

## EVALUATING POSITIONS

Evaluate full performance level positions; i.e., GS-9 and above, using the factor level descriptions and assigned point values in this standard. For those few positions that may warrant factor levels above the levels provided in this standard, use the criteria in this standard in conjunction with the FES [Primary Standard](#). To classify trainee and developmental level positions, use the FES Primary Standard for factor levels falling below those described in this standard. Also use related classification standards and sound classification and position management practices. For more complete information on the FES, see the [Introduction to the Position Classification Standards](#).

The grade level for traffic manager positions is typically governed by the program management duties and responsibilities covered in this standard. For positions that are primarily supervisory,

the grade level will usually be determined by the [General Schedule Supervisory Guide](#). Therefore, the grade level of these positions should be determined by reference to the criteria that is the most appropriate for the work assigned.

Specific illustrations of assignments in the standard are not to be used as the sole basis for factor level determinations. For example, reference to ADP equipment at factor level 1-7 does not mean that work involving ADP equipment is found only at that level. Likewise, reference to hazardous materials at factor level 1-8 does not mean that work involving hazardous materials occurs only at that level.

## GRADE CONVERSION TABLE

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

GS Grade	Point Range
9	1855-2100
10	2105-2350
11	2355-2750
12	2755-3150
13	3155-3600
14	3605-4050

## FACTOR LEVEL DESCRIPTIONS

### FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

#### *Level 1--6, 950 Points*

Employees apply a practical knowledge of industry practices and procedures and the established regulations, requirements, and techniques related to a transportation functional program. This knowledge is used to perform independent work involving specified segments of large projects or well-defined projects of lesser scope that require the application of standardized traffic management methods and procedures. The work requires skill in analyzing and interpreting technical transportation requirements and guidelines to perform a variety of assignments for which there are general precedents.

Employees use knowledge of transportation regulations to analyze and resolve problems of a procedural or factual nature, e.g., determining mode and carrier according to priority assigned shipments or consolidating shipments to achieve economies in the packing and movement of material and the movement of passengers. Knowledge of transportation requirements of the organization is used, for example, to --

- evaluate day-to-day operations to ensure efficient and economical use of carrier services;
- resolve problems associated with the movement of passengers and their household goods;
- develop transportation plans for individual items including any special handling, packaging, or other unique requirements; and/or
- analyze transit time data to determine carrier effectiveness and develop a real transit time base for use in planning shipments.

This level of knowledge is typically associated with traffic management positions at the first full performance level; i.e., the non-trainee level.

*Illustrations:*

- Conducts transportation cost studies by analyzing data items, such as short tons, total ton miles, billed costs, cost per ton mile, and cost per delivery. Develops recommendations to establish new traffic patterns, consolidate shipments, revise minimum weights, and/or establish new pickup and delivery schedules.
- Monitors reports of shipment discrepancies (shortages and damages), late deliveries, and inadequate equipment to detect trends in carrier performance. Coordinates customer complaints of poor carrier performance with carrier representatives and recommends corrective action.
- Develops routing instructions for shipments of depot-managed items and ensures that the mode of transportation will permit safe and efficient movement. Monitors preparation and distribution of routing instructions to contractors and government activities and coordinates these instructions with appropriate inventory managers, contracting officers, quality assurance representatives, and transportation company officials.
- Reviews contracts to verify accuracy of transportation related items, such as FOB (free on board) terms, freight classification, funding, carrier mode, delivery schedules, and destinations. Recommends changes, such as consolidating contractor shipments and using alternate methods of shipment to reduce transportation costs.
- Analyzes management information reports of schedules and carriers to ensure that the most cost efficient passenger service is provided. Coordinates with commercial carriers and transportation operating agencies to resolve problems, such as inadequate passenger accommodations and lost personal property.

*Level 1--7, 1250 Points*

Employees apply a comprehensive knowledge of a wide range of traffic management policies, principles, and practices or indepth knowledge of a specialized function or support service of traffic management; e.g., procurement, dedicated truck or air carrier service, foreign military sales, or material management. The work requires considerable skill in applying this knowledge to plan and accomplish a variety of complex work assignments and/or to identify, analyze, and resolve transportation issues or problems.

Employees use a broad knowledge of the operations, practices, and policies of the organization's functional or program activities, such as contract administration, production, or supply to develop, integrate, and coordinate transportation plans and programs. They also use a thorough knowledge of agency policies and procedures (and in some cases the policies and practices of other agencies) to plan and develop transportation systems or services to satisfy user requirements, or to develop or interpret transportation policies, procedures, and guidelines. Some employees use an indepth knowledge of carrier industry practices and operations along with transportation and/or shipping requirements data to negotiate transportation agreements to meet user requirements.

*Illustrations:*

- Plans and directs installation transportation operations for the movement of material and equipment; e.g., conventional ammunition, guided missiles, and vehicles, via air, rail, or truck. Advises on the procedures and operations for receipt of incoming material, temporary storage, consolidation, and shipment of items throughout the country and to overseas locations.
- Prepares and coordinates system functional descriptions, data output requirements, and user documentation needs associated with the application or adaptation of ADP equipment to the organization's transportation data system supporting movement control and/or material acquisition.
- Conducts negotiations for freight transportation services, such as guaranteed traffic. Prepares solicitations; develops criteria for evaluating carrier proposals; analyzes carrier submissions to identify the low cost (primary) carriers; arranges pre-award surveys with carriers and shippers; coordinates awards with using organizations; and monitors carrier performance after award.
- Participates with system and program managers in developing transportation support requirements for center managed systems and equipment during the conceptual, acquisition, and operational phases. Provides policy guidance to ensure that the transportation capability established for each system is effective, timely, and responsive.
- Exercises regional responsibility for the movement of a wide variety of passengers. This requires specialized knowledge of the different travel entitlements, policies, and procedures pertaining to the individual moves.

- Establishes regional policy, guidelines, and procedures on passenger transportation. Provides advice on and conducts negotiations for transportation services. Studies and analyzes traffic characteristics and patterns and carrier performance. Oversees travel arrangements made via all modes of Government and commercial transportation to destinations worldwide. Monitors contractor performance when using a commercial travel office.

### *Level 1--8, 1550 Points*

Employees apply a mastery of transportation concepts, principles, and methodology applicable to a major agency program, mission area, depot, or equivalent transportation program. This includes, for example, the transportation program supporting agency maintenance, supply, or passenger movement activities. Employees also use expert knowledge of organizational missions, objectives, and procedures; the relationship with and support requirements of other program areas, e. g., acquisition or logistics; and the regulatory framework in which the transportation program operates. Exercises a very high degree of skill when applying this knowledge to the management of a major agency transportation center, the analysis and resolution of very complex or sensitive transportation problems, and the implementation of new developments and technology to assigned program areas.

Utilizes technical expertise and experience when dealing with extremely broad and complex transportation problems. These problems may be further complicated by such factors as the wide diversity and dispersion of organizations and activities, and by multiple authorities, policies, and controls. The results of problem research and studies are incorporated into program directives that identify areas for improvement or cover new and innovative approaches, technologies, and methods for evaluating the effectiveness of transportation programs and service.

### *Illustrations:*

- Plans and manages the transportation program for a depot or center or a program of equivalent scope. The program involves the acquisition or material management of a wide variety of commodities and items distributed throughout the country and to numerous overseas locations. Items may require specialized handling or transportation services in transit. Exercises technical control over the development and execution of commercial traffic functions (including management for water and air transportation to overseas areas). Ensures economy and efficiency of operations consistent with operating requirements and capabilities of the shipping and receiving organizations.
- Conducts analyses of agencies' commodity movements, such as small parcels, to determine the operational and economic feasibility of establishing interagency commodity consolidation programs. Develops policies and procedures and establishes necessary program support requirements for centralized management. Negotiates Governmentwide transportation service agreements with carriers. Ensures that services meet the agencies' mission requirements for responsiveness, security, in

transit damage procedures, billing, tracing, and claims settlement.

- Develops transportation policy for handling, packaging, and movement of hazardous cargo worldwide by surface and air. Represents agency views and interests at various levels within and outside of the organization, including liaison with technical and professional associations and study groups. Interprets hazardous material transportation policies and procedures for subordinate organizational components. Studies proposed regulations or legislation affecting movement of hazardous cargo by air or surface to establish an agency position on the proposals and assess possible impact on transportation program operations.
- Manages the passenger transportation program at the depot or center level or a program of equivalent scope. Develops plans, policies, and procedures for the movement of individuals and groups based on a variety of entitlements and agency plans and policies. Implements the program and determines the best methods for program improvement through detailed analysis of passenger transportation. Determines the method of contracting travel services and manages the competitive procurement of these services.

## **FACTOR 2, SUPERVISORY CONTROLS**

### *Level 2--3, 275 Points*

The supervisor assigns specific projects in terms of issues or problems to be studied and sets priorities and deadlines for completing the work. For continuing assignments or projects, the supervisor generally indicates the overall results expected. The supervisor or a higher grade specialist provides assistance on potentially controversial issues or problems, or on situations that do not have clear precedents.

The employee plans, coordinates, and carries out the successive steps in factfinding and analysis to complete each phase of assigned projects. The employee resolves work problems, without reference to the supervisor, in accordance with standard traffic management policies and guides, applicable precedents, and previous training.

Completed work is reviewed for conformance with overall requirements, technical adequacy, and adherence to policy guidelines. Techniques used during the course of assignments are not normally subject to detailed review.

*Level 2--4, 450 Points*

The supervisor establishes the overall objectives and the levels of resources available for the work. Together, the employee and supervisor develop applicable deadlines, projects, and work to be accomplished.

The employee, having developed expertise in a particular functional area of traffic management or in overall traffic program management, is responsible for planning and carrying out the work, resolving conflicts, integrating and coordinating the work with other functions and programs as necessary, and interpreting policy and regulations in terms of established objectives. The employee informs the supervisor of progress in meeting objectives and of potentially controversial situations.

Completed work is reviewed from an overall standpoint for feasibility, compatibility with other projects, or effectiveness in meeting requirements. For positions with program responsibility, results are reviewed for effectiveness in supporting the mission and programs of the organization.

*Level 2--5, 650 Points*

The supervisor provides administrative direction and broadly defines missions, overall requirements, or policy objectives.

Within these broad parameters, the employee is typically delegated complete responsibility for independently planning, designing, and directing programs, projects, or other work.

Results of the work are considered technically authoritative and are normally accepted without significant change. If the work is reviewed, it is evaluated for fulfillment of broad program objectives or influence or impact on the overall traffic management program. Recommendations for changes in objectives are usually evaluated for such considerations as availability of resources or significant agency priorities.

**FACTOR 3, GUIDELINES***Level 3--3, 275 Points*

Guidelines regularly used in the work include command, bureau, or equivalent level instructions that implement agency policy; locally developed standard operating instructions; and various traffic and freight manuals, rating and routing guides, handbooks, and trade journals. Material referenced in the guidelines is not always directly applicable to specific assignments or projects. However, precedent cases covering similar subjects or issues are generally available.

The employee uses judgment in selecting precedents and in interpreting or adapting available guidelines to issues or problems arising in the work. The employee resolves conflicts in the

guidelines according to project or assignment requirements and ensures consistency with transportation program policies and objectives.

### *Level 3--4, 450 Points*

Principal guidelines regularly used in the work include agency traffic management policy statements and program directives, Government transportation regulations, and general administrative instructions. Guidelines provide a general outline of the program goals and objectives, but they do not detail the methods used to perform or complete work assignments. For example, the guides may delineate major areas of concern and assign broadly stated responsibilities but leave development of the detailed approach and methodology to the employee.

The employee uses initiative, extensive experience, and a broad knowledge of traffic management principles and transportation industry practices to develop new methods and recommend changes. Assignments may also include responsibility for developing guidelines for use by traffic managers or specialists at the same or lower levels in the organization.

### *Level 3--5, 650 Points*

Guidelines regularly used in the work consist mainly of basic policy statements concerning particular traffic management issues or concerns. They require extensive interpretation to determine the extent and intent of the guidance. Guidelines may include reference to pertinent legislative history, court decisions, Comptroller General decisions, rulings of regulatory agencies, or state laws and local ordinances. The employee is a recognized authority on the interpretation of transportation guidelines, policies, and regulations covering substantive traffic management programs and the organizations that administer them.

The employee uses judgment and initiative in interpreting and revising existing policy and regulatory guidance and may develop program guidance for use by others within or outside the employing organization. The employee establishes criteria for identifying developments in transportation technology and for measuring organizational effectiveness in achieving transportation goals and objectives. Some employees review, analyze, and determine how proposed legislation or regulations affect an agency's transportation program or change the way the agency conducts business with the carrier industry.

## **FACTOR 4, COMPLEXITY**

### *Level 4--3, 150 Points*

Assignments involve performance of varied duties requiring the use of different and unrelated processes, methods, practices, and/or criteria. Work assignments include:

- providing advice and guidance to procurement organizations on the efficient and economical use of transportation resources;
- furnishing guidance on transportation requirements to contractors;
- analyzing transportation characteristics of equipment and commodities for consistency of freight classifications;
- studying an installation's transportation or freight handling operations to identify ways to improve efficiency and productivity;
- using established mathematical models to develop forecasts of the movement of cargo within a transportation network; and
- analyzing transportation costs of items to recommend more efficient and economical storage, distribution, or stocking points.

Assignments require the selection and application of different methods and procedures, depending on the particular phase of the project and/or the nature of the problems encountered. The work involves consideration of such factors as the type of transportation service requested, cost, program needs, lead time required, and applicable transportation regulations and guidelines.

Findings and recommendations resulting from studies or other assignments are based on the application of well-established transportation guidelines, regulations, and techniques; on analysis of work observations; and on review of transportation and shipping records or other documentation, such as procurement requests and research of precedent cases or studies.

#### *Level 4--4, 225 Points*

Assignments typically consist of a variety of traffic management duties and projects involving many different and unrelated functions, processes, and methods that apply to established areas of transportation planning, operations, or management. Assignments include:

- negotiating transportation fares, rates, and services, such as developing solicitations, evaluating bidders' proposals, arranging for pre-award surveys, and recommending award;
- providing staff policy guidance and consultation to installations for a specific program area, such as personal property, passenger, or freight transportation;
- advising on the transportation support requirements for a weapon system during the acquisition and operational phases; and
- planning and directing the traffic management program for a major field installation or regional area, including responsibility for advising program officials on all aspects of

transportation operations and requirements, and developing operational plans and procedures for the economical and efficient movement of freight, passengers, and personal property.

Work assignments require assessing issues or problems that are complicated by conflicting or incomplete data, unusual transportation requirements that involve considerable analysis to support, or the need to modify normal practices and techniques.

The work requires making many decisions regarding, for example, the adequacy of data used to plan overall transportation requirements, and making authoritative interpretations of established transportation methods, techniques, and guidelines.

#### *Level 4--5, 325 Points*

The work involves substantial breadth and depth of analysis of a major transportation program area. It requires consideration of numerous interrelationships and variables to develop new approaches or to resolve persistent, widespread, or critical transportation problems. Employees frequently serve as a program or project leader to accomplish particularly complex, sensitive, or long-term studies concerning major agency transportation programs. The employee may represent the organization on interagency boards or committees to formulate and coordinate transportation program requirements and regulations, develop criteria and methods for evaluating program accomplishments and trends, and make recommendations for changes in program organization and emphasis.

Decisions concerning what needs to be done are complicated because of such factors as --

- the wide dispersion and diversity of organizations and activities;
- the difficulty in determining the scope of the problem in these activities because of multiple authorities, policies, and governing regulations;
- the relationship of the transportation program to other functions, e.g., maintenance, supply, and procurement; and
- the impact of transportation costs on program resources.

The work involves developing innovative solutions and implementing instructions for new methodology, policies, or procedures.

## FACTOR 5, SCOPE AND EFFECT

### *Level 5--3, 150 Points*

The purpose of the work is to resolve a variety of conventional transportation problems, questions, or situations. For example, the employee may plan, monitor, and coordinate use of the organization's established transportation systems or modes, e.g., scheduled truck service or cargo aircraft. In other assignments the employee performs independent studies and analyses of traffic systems and operations using well-established criteria, methods, and procedures. This work may also include developing detailed guidelines to supplement established procedures.

The results of the work primarily affect the organization's ability to meet local transportation requirements. Some priority transportation requirements may affect operations at other locations. In some instances the work products affect the outcome of broader and complex studies and analyses performed by other specialists.

### *Level 5--4, 225 Points*

The purpose of the work is to plan, develop, and implement traffic management projects or programs of considerable breadth and complexity. Employees at this level typically --

- negotiate with carriers for rates and services, e.g., for motor and rail, to meet transportation requirements of major Government shippers;
- plan and manage an installation's program for transporting a wide range of commodities via motor carrier or air to destinations within the country and/or to ports of embarkation for overseas shipment;
- evaluate assigned traffic management functions and operations in a range of subordinate activities and installations;
- develop general policy and guidelines for an assigned area; and
- resolve complex problems where criteria and methods are not well established.

The results of the work affect a range of agency activities being carried out at a number of locations. For example, negotiations for carrier rates and services affect the major shipper's ability to transport freight and goods in a timely, efficient, and economical manner to meet mission and program requirements.

### *Level 5--5, 325 Points*

The purpose of the work is to provide agency and/or interagency advice and policy guidance on major transportation programs. This may involve, for example, planning the transportation program for movement of communications equipment and systems from the production site to

the field installation. Other work may involve planning the movement of a major commodity, such as hazardous material, and ensuring that security and safety requirements are met.

Employees typically --

- serve as the expert technical consultant and advisor in the assigned area;
- direct indepth studies and investigations to analyze and resolve critical problems;
- evaluate new developments in technology or regulatory matters for application and/or impact on transportation programs;
- provide staff guidance and direction to counterpart field personnel and organizations or to other agencies; and
- develop specialized policy and procedural guidelines for assigned areas.

The results of the work, in terms of problem resolution, program direction, and staff guidance, affect major aspects of the agency's mission regarding the assigned commodity, program, or functional area.

## **FACTOR 6, PERSONAL CONTACTS AND FACTOR 7, PURPOSE OF CONTACTS**

Determine the appropriate level of personal contacts from levels 1 through 4 below and the corresponding purpose of contacts from levels a through d. Credit the point value found where the selected levels intersect on the chart below.

### *Persons Contacted*

1. Employees within the immediate organization or in related administrative or support units, and/or members of the general public in highly structured situations.
2. Employees and supervisors of the same agency, but outside the immediate office. Persons contacted include those performing transportation or related functions, such as supply at higher organizational levels within the agency. This level can also include contacts outside the agency in a moderately structured situation, such as exchanges of information by phone and in occasional meetings with counterparts in transportation and other related programs.
3. Employees and representatives of other Federal agencies and/or private industry. Individuals contacted vary according to the situation involved and require the employee to ensure that the persons contacted understand their respective roles. This level may also include contacts with high ranking program officials of the same agency several managerial levels removed from the employee when such contacts occur on an ad-hoc or other irregular basis.

4. High level program and transportation officials in other Federal agencies, top executives from the carrier industry, representatives of foreign governments, or top congressional staff officials. Contacts vary according to the nature of the problem involved and require the employee to ensure that the officials contacted have the authority and responsibility to resolve the problems in question.

*Purpose of Contacts*

- a. To obtain or exchange factual information related to traffic management assignments.
- b. To provide advice to managers and program officials on transportation considerations of the organization's mission and programs. Contacts typically involve noncontroversial issues or problems and include such matters as identification of alternatives and recommendations for resolving traffic management problems.
- c. To influence and motivate managers or other officials to accept recommendations on the methods for providing transportation support. Exercises skill and judgment in overcoming resistance to recommendations due to issues, such as organizational conflict, competing objectives, or resource problems.
- d. To negotiate or settle significant or controversial issues or problems that require escalation because established channels and procedures have failed to resolve the problem. Persons contacted typically have diverse viewpoints, goals, or objectives. The employee is required to achieve a common understanding of the problem and a satisfactory solution by convincing the persons involved to arrive at a compromise or develop suitable alternatives.

**P U R P O S E**

<b>C O N T A C T S</b>		a	b	c	d
	1	30	60	130*	230*
	2	45	75	145	245
	3	80	110	180	280
	4	130*	160	230	330

\*These combinations are probably unrealistic.

## **FACTOR 8, PHYSICAL DEMANDS**

### *Level 8--1, 5 Points*

The work is primarily sedentary, although some slight physical effort may be required, e.g., walking, standing, bending, or carrying light items. No special physical demands are required.

## **FACTOR 9, WORK ENVIRONMENT**

### *Level 9--1, 5 Points*

The work is performed in an office or similar setting, involves minimal risk or discomfort, and requires normal safety precautions. The work area is adequately lighted, heated, and ventilated.