

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



Dallas Oversight Division  
1100 Commerce Street, Room 4C22  
Dallas, TX 75242

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

**Appellant:** [appellant]

**Agency classification:** Supply Clerk  
GS-2005-5

**Organization:** [activity]

Adjutant General Texas  
National Guard Bureau  
Department of Army  
[small city], TX

**OPM decision:** Supply Technician  
GS-2005-5

**OPM decision number:** C-2005-05-04

/signed/

Bonnie J. Brandon  
Classification Appeals Officer

April 12, 1999

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).

As this decision changes the title of the assigned position, the servicing personnel office must submit a compliance report containing the corrected position description and a Standard Form 50 showing the personnel action taken. The report must be submitted within 30 days from the approval date of the personnel action.

### **Decision sent to:**

appellants name and address

Human Resources Officer  
 Army National Guard  
 AGTX-FTM  
 P.O. 5218  
 Austin, TX 78763-5218

Director for Human Resources  
 National Guard Bureau  
 4501 Ford Avenue  
 Alexandria, VA 22302-1454

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

## **Introduction**

On December 7, 1998, the Dallas Oversight Division of the U.S. Office of Personnel Management (OPM) received a classification appeal from [the appellant]. She is currently classified as a Supply Clerk, GS-2005-5, assigned to position description (PD) number R8821WTX, in the Training Branch; Plans, Operations and Training Office; [activity], Texas Army National Guard, in [small city], TX.

The Supply Clerk, GS-2005-5, position description that was occupied by [the appellant] and three other employees at different training sites was considered an exception to the standardized Supply Clerk, GS-2005-5, position description issued by the National Guard Headquarters (NGHQ) in 1988. These four training sites were not comparable in size and complexity to those envisioned in the nationwide position description. The U.S. Office of Personnel Management issued a new position classification standard in May 1992 for the Supply Clerical and Technician Series, GS-2005. Subsequently, the NGHQ issued a new standardized position description (# 70106000) in 1996. The supervisor requested a desk audit of the appellant's position that was conducted in September 1997, and resulted in the same grade/series determination. However, due to an oversight (during continuing reorganization efforts) the human resources office (HRO) did not prepare a formal written evaluation of their findings. Furthermore, the appellant was not reassigned to the standardized position description. Since the appellant has appealed to the OPM, the HRO is awaiting our decision before making any change to the appellant's classification. The appellant believes that the grade and title of her position should be Supply Technician, GS-2005-7.

We have accepted and decided her appeal under 5 United States Code 5112. To help decide this appeal we conducted telephone interviews with the appellant, her immediate (temporary) supervisor at the time of the appeal and HRO staff. In reaching our classification decision, we have carefully considered the information provided during the interviews and all information of record provided by the appellant and the agency.

## **General issues**

The appellant makes various statements about positions at other training sites. She also submitted copies of other position descriptions that she believes are similar to her position. The [activity] where the appellant is assigned, has expanded since the inception of the initial standardized position description in 1988. However, it remains the [numeric description] smallest of four training sites under the direction of a Training Administrator, GS-1712-12 at the [named] headquarters in Austin, Texas. By law, we must classify positions solely by comparing the appellant's current duties and responsibilities to OPM standards and guidelines (5 U.S.C. 5106, 5107, and 5112). Since comparison to standards is the exclusive method for classifying positions, we cannot compare the appellant's current duties to past duties or other positions as a basis for deciding this appeal.

## Position information

Both the appellant and her former supervisor certified that essentially the same duties are performed as described in position description #R8821WTX. However, a nationwide standard PD has been issued since this position description was classified. The appellant does not dispute the series of her position but believes that it warrants a higher grade.

The appellant serves as the primary installation contact for supply matters at the annual/weekend training site at [activity]. This site provides a training location for National Guard units, other military components, civilian law enforcement agencies and other civil organizations. Her work includes the following duties and responsibilities.

- Responsibility for the receipt, storage, issue, turn-in, inventory and accountability of ammunition and other supplies required for training operations and facility maintenance activities.
- Controls stock of ammunition based on forecast activities and storage capabilities.
- Ensures security and safety of ammunition are maintained during shipment to and from training site.
- Develops standard operating procedures for handling, storage, and accountability of ammunition based on established regulations.
- Maintains effective liaison with units utilizing training site, supply personnel, and United States Property Fiscal Office's personnel to ensure required ammunition is available for scheduled events.
- Issues billets and mess facilities to authorized users.
- Conducts pre and post-occupancy inspections.
- Requisitions, receives and issues all facility supplies and equipment required for day-to-day administrative, maintenance and repair activities.
- Inventories, stores and maintains logs on all keys and locks used by the facility to include high security areas.
- Maintains a library of applicable supply regulations, standing operating procedures and other publications and performs other duties as assigned.

### **Series, title, and standard determination**

The appellant uses knowledge of supply operations and program requirements to requisition, receive, store, inspect, and issue required supplies and equipment. The appellant's work compares to the Supply Clerical and Technician Series, GS-2005, which involves supervising or performing clerical or technical supply support work necessary to ensure the effective operation of ongoing supply activities. It requires knowledge of supply operations and program requirements and the ability to apply established supply policies, day-to-day servicing techniques, regulations, or procedures. The appellant's work is best covered by the GS-2005 series.

The title for nonsupervisory positions in the GS-2005 series for positions GS-5 and above is Supply Technician. The appellant's position should be titled Supply Technician.

### **Grade determination**

The GS-2005 standard uses classification criteria developed in the Factor Evaluation System (FES) format that contains nine grade-influencing factors. Under FES, in order for a duty or responsibility to warrant a point value, it must be fully equivalent to the overall intent of the selected factor level. If the responsibility fails in any significant aspects to meet a particular factor level, the lower point value is assigned.

#### *Factor 1, Knowledge required by the position*

This factor measures the nature and extent of information or facts that an employee 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 this knowledge.

Level 1-3 requires a knowledge of standardized regulations, policies, and procedures relating the specific functions assigned to perform a range of standard clerical assignments and to resolve recurring problems. Most positions also require familiarity with one or more automated supply data bases to enter, correct, and retrieve recurring reports and to structure and retrieve specialized reports. For example, employees at this level maintain the organization's property book for nonexpendable property, coordinate the redistribution or disposal of excess property, and prepare reports of survey for lost or damaged property; and answer recurring inquiries regarding the status of requisitions, delivery of material, and other customer-oriented questions. Employees at this level also investigate and reconcile routine and recurring discrepancies relating to such actions as receipt control, stock control, and inventory adjustments.

Level 1-4 requires a thorough knowledge of governing supply regulations, policies, procedures, and instructions applicable to the specific assignment. Employees use this knowledge 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, or parts and equipment requiring unusual degrees of protection in shipment and storage.

The knowledge required by the appellant is comparable to level 1-3. The appellant's work involves requisitioning, receiving, issuing, accountability and performing checks of fuel, ammunition and other materiel as needed. The appellant also requests repair parts for building maintenance, coordinates services for buildings such as pest control, dumpster, and grease trap disposal, and propane and telephone services. The appellant must apply knowledge of a wide variety of supply procedures and understanding of the organization's mission in order to ensure adequate quantities of serviceable ammunition and other required materials are on hand to support scheduled training activities. The appellant is responsible for inventory and accountability of all expendable and non-expendable property issued to the facility. She also initiates surveys or other appropriate documents in the event of lost, damaged, or missing property.

The appealed position does not require the degree of knowledge required to perform extensive and exhaustive searches for information or support for the specialized or unique equipment as depicted at level 1-4 of the standard. The majority of the materiel requisitioned by the appellant is repetitive and/or off-the-shelf items. This factor is therefore credited at level 1-3, 350 points.

#### *Factor 2, Supervisory controls*

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor, the way assignments are made, instructions are given, priorities and deadlines are set, and objectives and boundaries are defined. This factor also covers the employee's responsibility for carrying out the work, which measures the degree of independence the employee has in making decisions, including the degree to which the nature of the work allows the employee to make decisions. This factor also covers the review of completed work which includes the nature and extent of the review.

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 precedence. In some circumstances, the employee works independently from the supervisor or specialist in a remote location. 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. 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. Level 2-3 is the highest level described in the GS-2005 standard.

At level 2-4 of the Primary Standard, the supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop deadlines, projects and work to be done. The employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment, resolving most of the conflicts that arise, coordinating the work of others as necessary, and interpreting policy on his or her own initiative in terms of established objectives.

Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.

The appellant's work is generated based upon the training schedule, required ammunition, amount of people, use of mess hall facilities, and whether or not fuel and targets are needed. As the sole supply support person at the [activity], the appellant is relied upon to coordinate her work to meet the needs of units utilizing the site. She also updates the Unit Level Logistic Supply System (ULSS4) for property accountability. The appellant confers with the acting facility manager at [a higher level organization] in Austin, Texas, about once or twice a week or, on an as needed basis to discuss logistical activities at the site. She also travels there every two weeks to pick up supplies and drop off distributions.

The appellant's work is comparable to level 2-3. The appellant works with considerable independence to perform recurring assignments for different National Guard units. The work is accomplished in accordance with established practices and the boundaries of an existing supply system. The appellant does not develop deadlines and projects in consultation with the supervisor, nor delve in strict policy interpretation to determine objectives as described at level 2-4. Rather, the appellant's objectives and deadlines result from the "need by" and training dates of the customers. The appellant's work also receives a closer review than that evident at level 2-4. This factor is therefore credited at level 2-3, 275 points.

### *Factor 3, Guidelines*

This factor covers the nature of the guidelines that govern the work assigned and the degree of judgment required to apply them. Guidelines provide reference data or impose certain constraints on the use of knowledge.

At level 3-2, procedures for doing the 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 level 3-3, available guidelines are not completely applicable to the cases or problems encountered or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines for application, analyzes results, and recommends changes.

The appellant's guidelines meet level 3-2. Guidelines used by the appellant include Army regulations, requisitioning procedures, and training requirements (e.g., ammunition). The appellant must exercise judgment in applying procedural guidelines to adjust and/or scale down stock and ammunition based on forecast when changes occur.

The appellant's guidelines do not meet level 3-3. The standardized supply regulations, policies and procedures used by the appellant are readily available, complete and applicable to the appellant's work. This factor is therefore credited at Level 3-2, 125 points.

#### *Factor 4, Complexity*

This factor covers the nature, number, variety, and intricacy of tasks or processes in the work performed, the difficulty in identifying what needs to be done, and the difficulty and originality involved in performing the work.

At level 4-2, the work 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. Actions 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.

At level 4-3, the work consists of unusually complicated or difficult technical duties involving such features as actions that are not standardized or prescribed, deviations from established procedures, new or changing situations, or matters for which only general provisions can be made in regulations or procedures. This typically involves supply transactions that entail special program requirements for urgent, critical shortage items requiring specialized procedures and efforts to obtain. The chosen course of action may have to be selected from many alternatives, and decisions are based largely on the employee's experience, precedent actions, and the priority assigned for resolving the particular problem.

The complexity of the appellant's work is comparable to level 4-2. The appellant's work involves application of a wide variety of supply procedures and an understanding of the organization's mission to ensure adequate quantities of supplies and serviceable ammunition and other required materials are on hand to support scheduled training activities. This involves extensive coordination and planning on the part of the appellant to conduct required inventories, investigate cause of discrepancies and compile information necessary for survey information.

The appellant's work does not meet level 4-3 for complexity. Her work is not unusually complicated and does not involve actions and duties that are not standardized or prescribed. The appellant's work does not involve deviations from established procedures, situations that are new and changing, or matters covered by only general regulatory provisions. The work does not require analysis and identification of conditions and elements to discern interrelationships with other supply systems. This factor is therefore credited at 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 work products or services within and outside the organization.

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. The work or supply service affects the accuracy, reliability, or acceptability of further processes or services in meeting customer requirements in organizations and other supply units.

At level 5-3, the work involves dealing with a variety of problem situations independently. 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. The work affects the adequacy of local supply support operations or contributes to improved procedures in support of supply programs and operations.

The scope of the appellant's work matches level 5-2. Her work and decisions involve the application of established procedures, regulations, and processes to ready buildings and facilities at the [activity]. The appellant maintains effective relationships with supply personnel, commercial vendors, and officials in units supported to expedite supply actions or resolve shortages or discrepancies. The appellant is not required to handle a variety of differing problems or situations that require extensive factfinding, researching or reviewing of information as described at level 5-3.

The effect of the appellant's work meets level 5-3 as it effects the expeditious operation of the training program at this site. Since the appealed position fails to meet level 5-3 for both parts of this factor, it must be credited with the lower level. This factor is therefore credited at level 5-2, 75 points.

### *Factor 6, Personal Contacts and Factor 7, Purpose of Contacts*

Factor 6 includes face-to-face contacts and telephone and radio dialogue with persons not in the supervisory chain.

#### **Persons Contacted**

Level 2 contacts 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; and/or with members of the general public as individuals or groups, in a moderately structured setting. Typical of contacts at this level are employees at the same level of authority in shipping companies, vendor employees concerned with the status of orders or shipments, and others at comparable levels.

Level 3 contacts are with individuals from outside the employing agency in a moderately unstructured setting. 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 level 2. The appellant has routine contact with unit officials, supply personnel, representatives of agency or commercial suppliers or contact with fund managers at [higher level organization]. The contacts are generally to obtain, expedite or coordinate supply actions.

### **Purpose of Contacts**

At level a, the purpose of contacts 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.

The purpose of the appellant's contacts meets level b. The purpose of the appellant's contact are to gather information, inform customers of the status of facilities, (e.g., mess halls, training rooms), to expedite supply actions, and resolve shortages and discrepancies of ammunition, equipment and supplies. Factor 6, coupled with Factor 7 is credited 2b, 75 points.

### *Factor 8, Physical Demands*

At level 8-1, the work is primarily sedentary. The employee may sit comfortably to do the work. There may be some walking, standing, and carrying of light items. 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, bending, crouching or reaching.

The appellant is required to load and unload vehicles, stock shelves, and retrieve items for issue. Other work outside of the office include walking to inspect ranges, billets, and training areas. Generally the appellant job requires more physical exertion than that expected at Level 8-1. This factor is credited 8-2, and credited 20 points.

### *Factor 9, Work Environment*

At level 9-1, the employee typically works indoors in an environment involving everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms. Observance of normal safety practices with equipment and safety procedures is required.

At level 9-2, the work environment presents moderate risks or discomforts which require special safety precautions, such as working around moving warehouse equipment, carts, or machines, and protective clothing or gear is worn.

The appellant is required to do some lifting and stacking of material outside the office environment that requires the use of lifting belts, gloves, forklifts, and safety equipment. This factor is credited level 9-2, 20 points.

### *Summary*

In sum, we have evaluated the appellant's position as follows:

<b>Factor</b>	<b>Level</b>	<b>Points</b>
1. Knowledge required by the position	1-3	350
2. Supervisory controls	2-3	275
3. Guidelines	3-2	125
4. Complexity	4-2	75
5. Scope and effect	5-2	75
6. and 7. Personal contacts and Purpose of contacts	2b	75
8. Physical demands	8-2	20
9. Work environment	9-2	20
<b>Total Points Assigned (Range GS-5: 855-1100)</b>		<b>1015</b>

### **Decision**

The appellant's position is properly classified as Supply Technician, GS-2005-5.