

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

Washington Oversight Division
1900 E Street, NW., Room 6484
Washington, DC 20415-6000

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

Appellant: [name]

Agency classification: Supervisory Theater Specialist
GS-1054-11

Organization: Division of House Management
[park]
[region]
National Park Service
Department of the Interior
[city and State]

OPM decision: GS-301-11
(title at agency discretion)

OPM decision number: C-0301-11-03

Marta Brito Pérez
Associate Director
Human Capital Leadership
and Merit System Accountability

March 9, 2005

Date

As provided in section 511.612 of title 5, Code of Federal Regulations, this decision constitutes a classification 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 the conditions and time limits specified in title 5, Code of Federal Regulations, sections 511.605, 511.613, and 511.614, as cited in the *Introduction to the Position Classification Standards*, appendix 4, section G (address provided in appendix 4, section H).

Since this decision changes the series of the appealed position, it is to be effective no earlier than the date of the decision and not later than the beginning of the fourth pay period after the date of the decision. 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 effective date of the personnel action.

Decision sent to:

[appellant]

[servicing human resources office]

Ms. Carolyn Cohen
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Introduction

On January 8, 2004, the Center for Merit System Compliance of the U.S. Office of Personnel Management (OPM) accepted a position classification appeal from [appellant], who is employed as a Supervisory Theater Specialist, GS-1054-11, at [park], [region], National Park Service, Department of the Interior, in [city and State]. [Appellant] requested that his position be classified as Supervisory Theater Specialist, GS-1054-12. This appeal was accepted and decided under the provisions of section 5112 of title 5, United States Code.

We conducted a desk audit with the appellant on September 16, 2004, including an interview with the appellant's supervisor, [name] (Director, [park]). We decided this appeal by considering the audit findings and all information of record furnished by the appellant and his agency, including his official position description, [number], and other material submitted in the agency administrative report on February 11, 2004.

Position Information

The appellant is the House Manager for the [theater] at [park]. The [theater] is a nationally recognized performing arts and educational venue which hosts a wide variety of premier performers. The [theater] operates an average of six nights a week during the regular May to September performance season and the December Christmas program. The pavilion and lawn seating areas seat up to 7000 patrons, although park festivals may attract over 12,000 patrons per festival day. The performances are regularly attended by high ranking U.S. Government officials and foreign dignitaries and may attract national and local media coverage.

The appellant is responsible for all front-of-house operational requirements and patron services. He coordinates [theater] house operations with a variety of other groups and individuals, including the Stage Manager and other park employees, [park] Foundation officials, U.S. Park Police officials and other security personnel, the house doctor, managers and producers of the visiting performances, media representatives, and patron group representatives, to ensure that the unique requirements of each performance are met, to resolve conflicts that might disrupt the viewing experience, and to achieve compliance with house rules. He manages media placement in the house, coordinates artist security at the lip of the stage and in the patron seating area, resolves patron issues associated with box office/ticket service and concessions, and ensures the facility's condition and readiness for show demands. He oversees visitor and theater services including crowd control, patron seating, visitor dispute resolution, patron complaints, emergency evacuation, accommodations for the physically challenged, provisions for the special needs of government officials and foreign dignitaries, and first response to first aid and emergency medical services.

The appellant supervises a seasonal work force of up to 40 ushers. He also coordinates the recruitment, hiring, and overall management of the park's Volunteer Usher Program, which has over 700 members (up to 100 of whom may serve at any given performance at the [theater]). He manages the planning, budgeting, programming, and tracking of division funds, the majority of which consists of salaries for the seasonal staff.

Series Determination

The appellant's position is currently assigned to the Theater Specialist Series, GS-1054. This series requires knowledge of the techniques of producing, staging, rehearsing, or performing in theatrical productions; of technical production; or of theatrical history and literature. Theater specialists: (1) plan, supervise, administer, or carry out educational, recreational, cultural, or other programs in theater, such as children's theater or creative dramatics; (2) produce, stage, or direct theatrical productions; (3) instruct or serve as specialist in direction, technical production, dance production, performance techniques, play writing, play or music theater production, or theater administration, management, or promotion; or (4) perform other functions requiring knowledge and skill in the theater arts.

This series is not appropriate for the appellant's position. The appellant has no involvement in the stage or performance aspects of [theater] operations. He is not involved in planning, producing, staging, directing, or carrying out theater productions, nor is he involved in theater administration, management, or promotion in a capacity that would require knowledge of the theatrical or technical elements associated with staging productions.

The appellant's position does not fit within the GS-1000 Information and Arts Occupational Group. This group includes positions that involve professional, artistic, technical, or clerical work in: (1) the communication of information and ideas through verbal, visual, or pictorial means; (2) the collection, custody, presentation, display, and interpretation of art works, cultural objects, and other artifacts; or (3) a branch of fine or applied arts such as industrial design, interior design, or musical composition. Positions in this group require writing, editing, and language ability; artistic skill and ability; knowledge of foreign languages; the ability to evaluate and interpret informational and cultural materials; or the practical application of technical or esthetic principles combined with manual skill and dexterity. The appellant's position does not require any of the creative, artistic, or presentation skills common to this occupational group.

The position requires knowledge of accepted practices associated with the patron services aspect of theater operations, such as crowd management and guest relations, the ability to organize and coordinate multiple activities being carried out by a large staff, and specific knowledge of Wolf Trap policies and operating procedures. This is a unique type of position that does not have any specialized knowledge requirements related to an established occupational series. Therefore, it is appropriately classified to the Miscellaneous Administration and Program Series, GS-301, which covers positions involving nonprofessional, two-grade interval administrative or management services, where the qualifications required to perform the work are specific to the position and are not associated with or similar to those of any other specialized series.

Because we relied primarily on the Housing Management Series, GS-1173, as a source of grade level criteria in evaluating this position, we considered assigning the position to the General Business and Industry Series, GS-1101, in that it involves managing patron services for a business enterprise. However, the overall requirements for the GS-1100 Business and Industry Occupational Group include such elements as knowledge of business and trade practices and the characteristics and use of equipment; the establishment and maintenance of contacts with industry and commerce; the provision of advisory services; the examination and appraisal of

merchandise or property; and the administration of regulatory provisions and controls. The appellant's position encompasses a much narrower range of functions and requires primarily a set of organizational and interpersonal skills rather than specific technical knowledges related to business practices.

Title Determination

There are no prescribed titles for positions in the GS-301 series. Therefore, the agency may construct a title following guidance in the Introduction to the Position Classification Standards, which instructs that the title be descriptive of the work performed and recognize any required supervisory or management qualifications and skills. In the appellant's case, the organizational title of "House Manager" would meet these criteria.

Standard Determination

There are no published grade level criteria for the GS-301 series. The standard instructs that nonsupervisory work classified to this series be evaluated by reference to a specific occupational standard involving analogous knowledges and skills, and that supervisory work be evaluated by reference to the General Schedule Supervisory Guide (GSSG).

The appellant's agency evaluated his position using the GSSG and the occupational standards for the Audio-Visual Production Series, GS-1071, the Park Ranger Series, GS-025, and the Forestry Series, GS-460. We did not find any of these occupational standards to be analogous to the appellant's position in terms of the knowledges and skills required. The GS-1071 series covers positions involved in the actual production of television, radio, videotape, or other programs; the work requires knowledge of the technical production aspects of the particular media involved, and the grade-level criteria are based on the complexity and scale of the productions. The appellant's position does not require technical production skills, and thus any elements relating to the degree of difficulty of the [theater] productions themselves would be irrelevant to his position. The GS-025 series covers positions involved in the conservation and use of park resources; the work requires subject-matter knowledges related to the particular functional assignment, such as interpretation, visitor protection and services, or resource management. Although the appellant's work is performed within the context of a national park and can be broadly characterized as a "visitor service," it is dissimilar to the types of corresponding activities described in the GS-025 standard involving the operation of recreational areas, such as conducting search and rescue operations, reviewing requests for permits and easements, studying and recommending facility or program modifications, and overseeing concessioner operations. The GS-460 series covers positions involved in forest management and requires professional knowledge and competence in the field of forestry science; the scientific basis for the work would invalidate comparison to the appellant's position.

There are no occupational standards available that are substantially analogous to the appellant's position, either in relation to the type of work performed or the knowledge and skill requirements. We used the occupational standard for the Housing Management Series, GS-1173, on the basis that it addresses the direct management and operation of a discrete structure, and that it requires a variety of management and administrative knowledges and related practical

skills and abilities in such areas as operational planning, utilization of staff resources, cost management and financial planning, control of furnishings and equipment, habitability inspections, and community and tenant relations.

Grade Determination

Evaluation Using the General Schedule Supervisory Guide

The General Schedule Supervisory Guide (GSSG) is a cross-series guide used to determine the grade level of supervisory positions in the General Schedule. The GSSG has six evaluation factors, each with several factor level definitions and corresponding point values. Positions are evaluated by crediting the points designated for the highest level met under each factor, and converting the total to a grade by using the grade conversion table provided in the guide.

The appellant contests the agency's evaluation of factors 4B, 5, and 6, which are discussed in detail below. We reviewed and concur with the agency's evaluation of the uncontested factors.

Factor 4, Personal contacts

This is a two-part factor which assesses the nature and purpose of the personal contacts related to supervisory and managerial responsibilities. The nature of the contacts, credited under subfactor 4A, and the purpose of those contacts, credited under subfactor 4B, must be based on the same contacts. (The agency credited Level 4A-2 under subfactor 4A, citing the appellant's contacts outside the park and agency.)

Subfactor 4B, Purpose of contacts

This subfactor covers the purpose of the personal contacts credited under subfactor 4A, including the advisory, representational, negotiating, and commitment making responsibilities.

The agency credited Level 4B-2 under this subfactor. The appellant believes that Level 4B-3 should be credited. He claims that he actively defends the budget of the House Management Division and obtains and commits resources; participates in meetings with the Director and other Division Chiefs as well as outside agency partners, visiting artists and their staffs; and participates in conferences involving crowd management and makes presentations on issues of consequence to House management.

The purposes of the appellants' contacts are consistent with Level 4B-2, where the purpose of the contacts is to ensure that information provided to outside parties is accurate and consistent; to plan and coordinate the work directed with that of others outside the subordinate organization; and/or to resolve differences of opinion among managers, supervisors, employees, contractors, or others. Correspondingly, the primary purpose of the appellant's contacts with other functional units, outside organizations, and performer representatives is to coordinate operational activities within the [theater]; with patrons, the purpose is to provide information and resolve problems.

Level 4B-3 is not met, where the purpose of the contacts is to justify, defend, or negotiate in representing the program segment or unit directed, in obtaining or committing resources, *and* in gaining compliance with policies, regulations, or contracts. These contacts usually involve active participation in conferences, meetings, and hearings involving problems or issues of considerable consequence or importance to the program managed. There would be limited occasion where the appellant would be called upon to justify or defend actions taken or decisions made to outside parties, since this role is assumed by the park superintendent. Likewise, he presents the proposed budget for his unit to his supervisor, but does not justify or defend it to decision-making officials at higher management levels, nor is he required to justify, defend, or negotiate to obtain or commit other resources. He must use persuasion with outside parties to obtain compliance with House rules, but his work does not involve the broader responsibilities that would entail achieving compliance with policies, regulations, or contracts.

Level 4B-2 is credited (75 points).

Factor 5, Difficulty of typical work directed

This factor measures the difficulty and complexity of the basic work most typical of the organization directed, as well as other line, staff, or contracted work for which the supervisor has technical or oversight responsibility. It involves determining the highest grade of basic (mission-oriented) nonsupervisory work performed that constitutes 25 percent or more of the workload of the organization.

The agency credited Level 5-3 under this factor, identifying GS-5 as the base level work of the unit. The appellant states that there is now a GS-6 lead usher position in the unit.

The GSSG specifically excludes supervisory and work leader positions from consideration under this factor. Regardless, Level 5-3 covers base level work at both GS-5 and GS-6.

Level 5-3 is credited (930 points).

Factor 6, Other conditions

This factor measures the extent to which various conditions contribute to the difficulty and complexity of carrying out supervisory duties, authorities, and responsibilities. The difficulty of work is measured primarily by the level of work credited under Factor 5. Complexity is measured by the level of coordination required.

The agency credited Level 6-1 under this factor, and credited two Special Situations, Shift Operations and Fluctuating Work Force/Constantly Changing Deadlines. The appellant agrees with this factor level assignment, but believes that three additional Special Situations apply-Physical Dispersion, Special Staffing Situations, and Special Hazard and Safety Conditions.

Shift Operations is to be credited when the position supervises an operation carried out on at least two fully staffed shifts. This is not creditable to the appellant's position, as most of the

[theater] performances are in the evening and the appellant, as the House Manager, is on duty at those times.

Fluctuating Work Force/Constantly Changing Deadlines is not creditable. Fluctuating Work Force is credited when the work force supervised by the position has large fluctuations in size (e.g., when there are significant seasonal variations in staff) and these fluctuations impose on the supervisor a substantially greater responsibility for training, adjusting assignments, or maintaining a smooth flow of work while training and releasing employees. The appellant supervises a seasonal staff during the May to September performance season. However, his position is nonsupervisory for the remainder of the year. Thus, his work force does not fluctuate in size but rather is stable for the period that he is actually supervising.

Constantly Changing Deadlines is to be credited when frequent, abrupt, and unexpected changes in work assignments, goals, and deadlines require the supervisor constantly to adjust operations under the pressure of continuously changing and unpredictable conditions. In the appellant's case, the performance schedule is established well in advance of the onset of the operating season and consequently, staffing levels and other operational requirements can be readily determined.

Physical Dispersion is to be credited when a substantial portion of the workload for which the supervisor is responsible is regularly carried out at one or more locations which are physically removed from the main unit (as in different buildings, or widely dispersed locations in a large warehouse or factory building), under conditions which make day-to-day supervision difficult to administer. This is not creditable to the appellant's position because the [theater] front-of-house and ticketing/entrance areas for which he is responsible are relatively compact and accessible. Further, since there are 2-3 lead ushers on duty at each performance who oversee the activities of the seasonal and volunteer ushers, the appellant spends a minimal amount of time directly supervising the ushers himself and is more engaged with overseeing the overall operation of the house and attending to any problems that may arise.

Special Staffing Situations is to be credited when (1) a substantial portion of the work force is regularly involved in special employment programs or in similar situations which require involvement with employee representatives to resolve difficult or complex human resources management issues and problems; (2) requirements for counseling and motivational activities are regular and recurring; and (3) job assignments, work tasks, working conditions, and/or training must be tailored to fit the special circumstances. Since the turnover rate for volunteer ushers is about 25 percent, and some of the volunteers are high school students, conducting training is a continual requirement in the appellant's position. However, these are not individuals in "special employment programs" who would present the types of supervisory challenges intended at this level. Because they are willingly volunteering their services, it is unlikely that they would require regular external motivation, nor would they receive the same degree of counseling and other supervisory intervention as would paid employees in the event of performance deficiencies. Thus, this element is not creditable.

Special Hazard and Safety Conditions is to be credited when the supervisory position is regularly made more difficult by the need to make provision for significant unsafe or hazardous conditions

occurring during performance of the work of the organization. The appellant notes that since alcohol consumption is allowed at [park], some audiences can be rowdy and difficult to deal with, patrons may become hostile and combative, and ushers may be verbally assaulted or physically threatened. However, Park Police are on duty at each performance and they are responsible for responding to these situations. The park superintendent is responsible for ensuring that there is adequate police presence at any given event. Thus, the appellant is not responsible for making these provisions and this element is consequently not creditable.

Level 6-1 is credited (310 points).

Summary

<u>Factors</u>	<u>Level</u>	<u>Points</u>
Program Scope and Effect	1-2	350
Organizational Setting	2-2	250
Supervisory/Managerial Authority	3-2	450
Personal Contacts		
Nature of Contacts	4A-2	50
Purpose of Contacts	4B-2	75
Difficulty of Work Directed	5-3	340
Other Conditions	6-1	<u>310</u>
Total		1825

The total of 1825 points falls within the GS-8 range (1605-1850) on the grade conversion table provided in the GSSG.

Evaluation Using the Housing Management Series, GS-1173

This standard is written in the Factor Evaluation System (FES) format, under which factor levels and accompanying point values are to be assigned for each of the following nine factors, with the total then being converted to a grade level by use of the grade conversion table provided in the standard. The factor point values mark the lower end of the ranges for the indicated factor levels. For a position to warrant a given point value, it must be fully equivalent to the overall intent of the selected factor level description. If the position fails in any significant aspect to meet a particular factor level description, the point value for the next lower factor level must be assigned, unless the deficiency is balanced by an equally important aspect that meets a higher level.

Factor 1, Knowledge required by the position

This factor measures the nature and extent of information an employee must understand in order to do the work, and the skills needed to apply that knowledge.

The knowledge required by the appellant's position matches Level 1-7. At that level, work requires comprehensive knowledge of a wide range of Federal and agency housing policies,

requirements, and procedures to perform broad management planning, budgeting, and coordination of work forces and resources, and skill in the application of that knowledge to difficult and complex work assignments including such elements as operations and maintenance, cost management and financial planning, assignments and use, and management-tenant relations.

The [theater] is a nationally-renowned performance venue with the second-highest volume of ticket sales for amphitheaters in the country. The responsibilities of House Manager are broad and varied, as the appellant must oversee seasonal/volunteer recruitment, participate in planning and coordination of events, make accommodations for special media or security requirements, ensure adequate staffing at each performance, oversee patron seating and crowd control, resolve problems and disputes, and respond to emergency situations. The size and heavy usage of this facility demand analogous management planning and coordination activities as described at Level 1-7.

The position does not meet Level 1-8. At that level, work requires mastery of the housing management field and related expert knowledge of housing policies, regulations, laws, and legal precedents to provide expert advisory services to management personnel; to explore and develop new management techniques; and to effect solutions to unique or unusually complex problems regarding facilities, tenants, or services. The work involves such duties as appraising housing policies and procedures, researching and analyzing management concepts, conducting novel and unprecedented housing studies, determining the feasibility of proposed projects, preparing advisory materials on matters of regional importance, and performing centralized consulting and advisory services for other agency specialists and local housing representatives.

Whereas Level 1-7 encompasses difficult operational assignments (i.e., what the standard refers to as “direct housing management”), this level describes broader, staff-type work that is not confined to the management of one facility. For example, this level might involve developing policies, procedures, and other operational guidance; conducting studies to guide future management decisions; or providing advisory services to other functional specialists. This extends beyond the work performed by the appellant, whose role as that of House Manager for one facility is clearly represented at Level 1-7.

Level 1-7 is credited (1250 points).

Factor 2, Supervisory controls

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee’s responsibility, and the review of completed work.

The level of responsibility under which the appellant works is comparable to Level 2-4. At that level, the supervisor sets the overall objectives and establishes the resources available. The employee and supervisor, in consultation, develop the deadlines, scope, and level of work to be accomplished. The employee, having developed expertise in the execution of a variety of both routine and unusually difficult assignments, is responsible for planning and carrying out the work, resolving most conflicts that arise, coordinating with others as necessary, interpreting

policy on his/her own initiative, and determining the approaches to be taken. Work is reviewed only from an overall standpoint for effectiveness in meeting requirements or expected results.

The overall objectives of the appellant's work and the resources available in terms of seasonal support are established. The appellant participates with the supervisor in determining the type and level of house services that will be required for each scheduled event at the [theater]. Beyond that, he works largely independently in carrying out the work, to include ensuring adequate staffing, coordinating with outside parties, explaining [park] rules and policies, and resolving problems and disputes. The work is reviewed only indirectly in terms of the results achieved, i.e., that house operations proceed smoothly, conflicts are resolved expeditiously, and good relations are maintained with other functional areas and agency partners.

The position does not meet Level 2-5. At that level, the supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. The employee is responsible for independently planning, designing, and carrying out programs, projects, studies, or other work. Results of the work are considered technically authoritative and are normally accepted without significant change. Review concerns such matters as fulfillment of program objectives, effect of advice and influence on the overall program, or the contribution to the advancement of technology. Recommendations for new projects and alteration of objectives are usually evaluated for such considerations as availability of funds and other resources, broad program goals, or national priorities.

The appellant does not occupy the type of role that would permit the exercise of this level of responsibility. This level is predicated on the performance of certain program management functions, where the work involves planning and designing programs, projects, or studies. The appellant works within the context of an established program and is responsible for carrying out designated operational activities.

Level 2-4 is credited (450 points).

Factor 3, Guidelines

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

The guidelines used by the appellant match Level 3-3. At that level, guidelines may include agency regulations, standards, and handbooks, but these are usually not applicable to or lack sufficient detail regarding such factors as maintenance, cost control, turnover rates, or other elements. The employee must use judgment and make compromises and adaptations within the framework of established objectives, and must recommend changes or improvements to existing procedures to accommodate unique situations or eliminate deficiencies in current practices.

The appellant works within the parameters of broad agency policies and regulations and the more specific operating procedures of [park]. However, the appellant must adapt these policies and procedures depending on the characteristics of any given event (e.g., audience size or composition or the nature of the performance), and must recommend changes to accommodate new requirements (e.g., heightened security concerns).

The position does not meet Level 3-4. At that level, guidelines may include agency policies, general program management guides, and legal opinions or precedents, but these are usually inadequate for dealing with the unusually difficult problems associated with the broad management planning normally required at this level. The employee must apply policies and principles to assigned projects where precedents are not directly applicable to the coordination of work forces and resources or the negotiation of major issues and conflicts.

The appellant's work does not require the degree of *broad* management planning expected at this level. The appellant must ensure that there is adequate staffing for each event, but there are ample precedents on which to base these decisions. Further, he is not involved in negotiating major issues affecting the operation of the amphitheater.

Level 3-3 is credited (275 points).

Factor 4, Complexity

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

The complexity of the appellant's work is comparable to Level 4-4. At that level, work consists of continuing assignments involving direct responsibility for the management control of one or more housing projects, facilities, or complexes. The work involves the full range of operations such as project organization and fiscal management; furnishings, supplies, and equipment; maintenance conditions and general housekeeping; occupancy and assignment activities; and tenant relations.

Correspondingly, the appellant has full and direct responsibility for all activities affecting [theater] front-of-house operations, including budgeting, staffing, maintenance and housekeeping condition, seating and placement, crowd control, and guest relations.

The position does not meet Level 4-5. At that level, work consists of assignments involving management planning, cost control and coordination of work forces and resources; negotiating with management and tenants on complex program matters and problems; and/or providing expert advisory services to management and technical personnel in the agency, other government agencies, and public and private institutions regarding housing management programs and the development, acquisition, operation, and use of housing assets. The work involves developing and appraising policies and procedures; researching methodologies and extending existing practices to new and unusual applications; and conducting novel and unprecedented studies to develop management criteria and prepare advisory materials on matters of regional or national importance.

This level describes assignments that extend beyond the "direct housing management control" described at Level 4-4, i.e., management or staff-level work involving the development of operational policies and methods or the planning and negotiation of complex issues affecting

large-scale housing programs. The appellant's role in regard to the operation of the [theater] is accurately expressed at Level 4-4. He is not delegated the type of management responsibilities expressed at Level 4-5, nor would his work situation with responsibility for the operation of one facility support the performance of these functions.

Level 4-4 is credited (225 points).

Factor 5, Scope and effect

This factor covers the relationship between the nature of the work, and the effect of the work products or services both within and outside the organization.

The scope and effect of the appellant's work match Level 5-3. At that level, the purpose of the work is to plan, schedule, coordinate, and monitor the operations, management, and efficient use of housing projects, facilities, and resources; analyze problem areas; and recommend corrective measures. The work involves treating a variety of occupancy-related problems and evaluating the adequacy of services provided, and affects the efficiency of housing program operations and the living conditions of the persons housed.

This level basically expresses the purpose of the appellant's position in planning, scheduling, and coordinating house operations at the [theater] and resolving problems that arise within this realm. The work directly affects the efficiency of operations within the house and the effectiveness with which problems and unusual requirements are dealt.

The position does not meet Level 5-4. At that level, the purpose of the work is to provide expertise as a specialist in housing management by furnishing advisory services to other agency organizations on specific problems, projects, programs, and functions. The work involves the development of management plans and criteria related to the application of agency housing plans and affects major segments of the agency's housing policies and programs.

This level describes work the scope of which extends beyond one facility and encompasses larger segments of the agency's programs, for example, in a staff capacity. The appellant's work relates exclusively to the operation of the [theater] and as such does not exceed Level 5-3.

Level 5-3 is credited (150 points).

Factor 6, Personal contacts

This factor includes face-to-face and telephone contacts with persons not in the supervisory chain. The relationship between Factors 6 and 7 presumes that the same contacts will be evaluated under both factors.

The appellant's personal contacts match Level 6-3. At that level, contacts include a variety of management officials and representatives of public, private, and law enforcement agencies; housing committees; tenant action groups; contractor representatives; and officials of

professional business organizations. These are held at the employee's workplace or at meeting places of the persons contacted.

The appellant has contacts with representatives of outside groups such as the [park] Foundation, with advance staffs for performing artists, and with security officials for visiting dignitaries.

The position does not meet Level 6-4. At that level, contacts are with high-ranking officials from outside the agency including Member of Congress, State governors, city mayors, nationally recognized housing officials, and presidents of large firms. In addition, the employee may participate, as a technical expert, in committees and seminars of national importance. These contacts are usually held in highly unstructured settings, such as special investigative hearings, task group discussions, or other proceedings.

Although individuals typical of Level 6-4 often attend performances at the [theater], the appellant's direct contacts with them are largely incidental and involve the resolution of relatively minor patron service issues rather than the substantive issues that would be the subject of investigative hearings or task groups.

Level 6-3 is credited (60 points).

Factor 7, Purpose of contacts

This factor covers the purpose of personal contacts ranging from factual exchange of information to situations involving significant or controversial issues and differing viewpoints and objectives.

The purpose of the appellant's contacts is consistent with Level 7-2. At that level, the purposes of the contacts are to plan and coordinate management functions with other agency personnel; serve as the principle point of contact and discuss matters related to occupancy, maintenance, technical requirements, or other areas of interest with local project representatives; resolve or eliminate problems; and clarify objectives and responsibilities. The persons contacted are usually interested in seeking improvements in the management and use of facilities.

Correspondingly, the appellant coordinates house activities with other [park] staff; serves as the principle point of contact on all matters related to house management; resolves any problems that may arise during performances within his realm of responsibility; and explains [park] rules and operating procedures.

The position does not meet Level 7-3. At that level, the purposes of the contacts are to influence or persuade others to accept plans, schedules, technical or policy requirements, and methods that have elements of conflict; negotiate or mediate agreement among conflicting parties; coordinate law enforcement efforts; or justify the feasibility of proposals concerning facilities and resources to agency officials. The persons contacted may be skeptical or uncooperative, requiring skill in approach or methodology to obtain the desired effect.

The appellant resolves patron complaints and any conflicts that may arise between audience members and the house staff. However, these are individual complaints relating to their

experience at the [theater] rather than substantive issues dealing with plans, schedules, or policy, which are the province of the park superintendent. The appellant may request law enforcement assistance to resolve potentially dangerous situations, but he does not coordinate law enforcement efforts. He works closely with the superintendent in determining budget requirements, but he does not justify new proposals to higher level agency officials.

Level 7-2 is credited (50 points).

Factor 8, Physical demands

This factor covers the requirements and physical demands placed on the employee by the work situation.

The position matches Level 8-2 (the highest level described under this factor), which covers work involving some physical exertion, such as long periods of standing, climbing stairs, or similar activities, associated with frequent onsite visits to project locations to conduct inspections of buildings or grounds.

Level 8-2 is credited (20 points).

Factor 9, Work environment

This factor considers the risks and discomforts in the employee's physical surroundings or the nature of the work assigned and the safety regulations required.

The position matches Level 9-1, where work involves normal risks and discomforts. Level 9-2 is not met, in that it covers work involving exposure to hazards that require the use of protective garments or equipment.

Level 9-1 is credited (5 points).

Summary

<u>Factors</u>	<u>Level</u>	<u>Points</u>
Knowledge Required	1-7	1250
Supervisory Controls	2-4	450
Guidelines	3-3	275
Complexity	4-4	225
Scope and Effect	5-3	150
Personal Contacts	6-3	60
Purpose of Contacts	7-2	50
Physical Demands	8-2	20
Work Environment	9-1	<u>5</u>
Total		2485

The total of 2485 points falls within the GS-11 range (2355-2750) on the grade conversion table provided in the standard.

Decision

Because GS-11 represents the highest grade level of work performed, the appealed position is properly classified as GS-301-11, with the title at the discretion of the agency.