

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

Appellant: [name]

Agency classification: Secretary (OA)
GS-318-8

Organization: Office of the Director
[independent agency]
[city and State]

OPM decision: Secretary (OA)
GS-318-7

OPM decision number: C-0318-07-07

/s/ Kevin E. Mahoney
Kevin E. Mahoney
Acting Deputy Associate Director
Center for Merit System Accountability

May 11, 2007
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 the conditions and time limits specified in the *Introduction to the Position Classification Standards*, appendix 4, section G (address provided in appendix 4, section H).

Since this decision lowers the grade of the appealed position, it is to be effective no later than the beginning of the sixth pay period after the date of this decision, as permitted by 5 CFR 511.702. The applicable provisions of parts 351, 432, 536, and 752 of title 5, Code of Federal Regulations, must be followed in implementing the decision. If the appellant is entitled to grade retention, the two-year retention period begins on the date this decision is implemented. The servicing human resources 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 to the OPM office which accepted the appeal.

Decision sent to:

[appellant]

[agency]

Introduction

On September 19, 2006, the Center for Merit System Accountability, U.S. Office of Personnel Management (OPM), accepted a position classification appeal from [appellant], who occupies the position of Secretary (OA), GS-318-08, in the Office of the Director, [independent agency], in [city and State]. She requested that her position be classified at the GS-9/10 level. We accepted and decided this appeal under the provisions of section 5112 of title 5, United States Code (U.S.C.)

General issues

The appellant provided documentation indicating that her position was previously classified at the GS-9/10 level. By law, we must classify positions solely by comparing their duties and responsibilities to OPM standards and guidelines (5 U.S.C. 5106, 5107, and 5112). We perform a *de novo* review; i.e., an independent evaluation of the position based on *how it is currently operating*. The previous classification of the appellant's position has no bearing on this evaluation.

The appellant also cited other higher-graded positions at [independent agency], including an Administrative Technician who supports the Chief of [organizational subdivision] (one of the major departments under the Director), and a Management Analyst, who supports the Chief Operating Officer (the senior management official of the [independent agency] and the Director's superior). She did not indicate whether she believes that these positions have essentially the same duties and responsibilities as hers. Regardless, since comparison to OPM standards is the exclusive method for evaluating positions, the grades of these other positions are not relevant to our adjudication of her appeal.

Like OPM, the appellant's agency must classify positions based on comparison to OPM standards and guidelines. It also has primary responsibility for ensuring that its positions are classified consistently with OPM appeal decisions. If the appellant considers her position so similar to another that they warrant the same classification, she may pursue the matter by writing to her servicing human resources office and identifying the position in question. If the position is found to be basically the same as hers, the agency must correct its classification to be consistent with this appeal decision. Otherwise, the agency should explain to the appellant the differences between her position and the other position.

Position information

The appellant provides secretarial support to the Director, [independent agency]. Her duties include but are not limited to: screening calls, visitors, and correspondence to the office, answering general or administrative inquiries and redirecting others as necessary; reviewing correspondence prepared for the Director's signature for clarity, completeness of reply, and grammatical and procedural correctness; composing or drafting general correspondence; keeping the Director's calendars, scheduling meetings on her own initiative and assembling background material; taking, preparing, and distributing minutes of meetings and keeping a suspense log for

actions as needed; maintaining the office filing systems; making travel arrangements for the Director; coordinating and preparing the [independent agency] weekly bulletin for [clients]; maintaining a tracking system for Congressional correspondence; periodically updating the [independent agency] employee directory and other telephone lists; and performing various other special projects as assigned.

We conducted an on-site desk audit with the appellant on March 20, 2007, and a subsequent telephone interview with her supervisor. We decided this appeal by considering the audit findings and all other information of record furnished by the appellant and her agency, including her official position description and other material received in the agency administrative report on November 16, 2006. The appeal record contains additional descriptive information which, along with the official PD, contains the major duties and responsibilities assigned to and performed by the appellant, and we incorporate it by reference into our decision.

Series and title determination

The appellant's position is properly assigned to the Secretary Series, GS-318, which covers positions that serve as the principle clerical and administrative support position in the office to which assigned.

The prescribed title for positions in this series is Secretary. The parenthetical addition of (OA) to the title is appropriate, as the position requires knowledge of office automation systems and full typing qualifications.

Grade determination

We evaluated the appellant's position by applying the position classification standard for the Secretary Series, GS-318. 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.

The standard notes that, depending on the size and structure of the organization supported, secretary positions may assist the head of the unit or may additionally provide varying degrees of assistance to several senior staff members or the entire staff. Regardless, the grade of a secretary position is based exclusively on the duties performed, not on the number of individuals supported.

The appellant had been providing secretarial support to both the Director and Deputy Director of the [independent agency] until the latter official's recent retirement. For purposes of this evaluation, we refer to the duties she is currently performing in relation to the Director, with the

recognition that she provided essentially the same type of support to the Deputy Director, that she may reprise this role if that position is filled again, but that this has no bearing on the grade of her position.

Factor 1, Knowledge required by the position

This factor is expressed in terms of two elements, Work Situation and Knowledge Type. Work Situation refers to the complexity of the organization served which affects the extent of office rules, procedures, operations, and priorities the employee must apply to maintain a proper and smooth flow of work within the organization and between organizations. Knowledge Type measures the nature and extent of information the employee must understand in order to do the work, and the skills needed to apply that knowledge.

Work Situation

At Work Situation B, the staff is organized into subordinate segments which may be further divided. Direction of the staff is exercised through intermediate supervisors, and the subordinate groups differ from each other in such aspects as subject matter, functions, relationships with other organizations, and administrative requirements. There is a system of formal internal procedures and administrative controls, and a formal production or progress reporting system. Coordination among subordinate units is sufficiently complex to require continuous attention.

[Independent agency] has approximately 300 employees in three major departments – [organizational subdivisions] (which are, in turn, further subdivided), and a few small staff offices. These components have different functions, external relationships, and administrative needs comparable to a typical Work Situation B organization.

At Work Situation C, in addition to the conditions described in Work Situation B, the staff is augmented by various staff specialists in such fields as personnel, management analysis, and administration. The organization is typically divided into three or more subordinate levels, with several organizations at each level. In addition, the organization typically has one of the following conditions, *increasing the knowledge required by the work*: (1) the program is interlocked on a direct and continuing basis with the programs of other agencies or organizations, requiring constant attention to extensive formal clearances and procedural controls; (2) the program is directly affected by conditions outside the organization which vary widely in nature and intensity and require frequent organizational, procedural, or program adjustments in the organization; (3) there is active and extensive public interest or participation in the program which results in the supervisor spending a substantial portion of time in personal contacts outside the organization.

In this work situation, the organizations are large enough to have multiple subdivisions and to support their own full administrative staffs. The GS-318 standard includes several benchmark position descriptions for positions at varying grade levels that serve as illustrative work situations. They describe both the duties performed and the factor-level assignments. In the three benchmarks where Work Situation C is assigned, the organizations depicted include a district office with over 1,000 employees, a research and development center with approximately

1,800 employees, and a large hospital affiliated with two schools of medicine, each of which has staff providing dedicated administrative support.

Although these benchmarks are intended as general guides, the organization supported by the appellant does not approach this level of size or complexity. The total staff numbers about 300, with the majority concentrated in [organizational subdivision]. None of the three major departments has more than two subordinate levels. Human resources, equal employment opportunity, and procurement services are provided by other agencies under servicing agreements. Other administrative services, including budget, finance, and information technology, are performed in-house. However, performance or coordination of these services is exercised by the Corporate Resources staff, which reports to the Chief Operating Officer. Thus, these administrative staffs are not part of the organization directly supported by the appellant which serves as the basis for the work situation assigned under this factor.

Further, Work Situation C describes extensive programmatic relationships between the organization supported and other agencies or organizations that *directly affect* the work of the secretary and increase the knowledge required by the work (e.g., by requiring extensive formal clearances and procedural controls or significant public contacts.) [Independent agency] does not have this type of interlocking relationship with any other agencies, nor is it required to make frequent organizational or programmatic adjustments in response to external conditions or events. Although there is continuing Congressional interest in the facility, Congressional relations are under the direct purview of the Chief Operating Officer rather than the Director. The nature of this facility is not such that it generates active public interest or participation that in turn results in significant public contacts on the part of the appellant.

Knowledge Type

The knowledge required by the appellant's position matches Knowledge Type III. Positions at this level require knowledge of the duties, priorities, commitments, policies, and program goals of the staff sufficient to perform non-routine assignments such as: independently noting and following-up on commitments made at meetings and conferences by staff members; shifting clerical staff in subordinate offices to take care of fluctuating workloads; or locating and summarizing information from files when this requires recognizing which information is relevant. At this level, the secretary is fully responsible for coordinating the work of the office with the work of other offices, and for recognizing the need for such coordination in various circumstances.

This accurately characterizes the nature of the appellant's work and her role in the office. The appellant must know the policies and priorities of the supervisor in order to independently handle virtually all of the administrative matters that arise and to coordinate the work of the office with the work of other offices (e.g., in arranging meetings and consolidating reports).

The position does not meet Knowledge Type IV. Positions at this level must have, as a continuing requirement, a basic foundation of administrative concepts, principles, and practices sufficient to perform independently such duties as: eliminating conflict and duplication in extensive office procedures; determining when new procedures are needed; systematically

studying and evaluating new office machines and recommending acceptance or rejection of their use; and studying the clerical activities of the office and subordinate offices and recommending a specific restructuring of the way activities are carried out. Positions at this level also require a comprehensive knowledge of the supervisor's policies and views on all significant matters affecting the organization, to perform such duties as developing material for the supervisor's use in public speaking engagements, and briefing staff members or outside parties on the supervisor's views on current issues affecting the organization (e.g., the supervisor feels that a proposed reorganization would increase the effectiveness of the program because it reduces some administrative burdens.) The standard notes that *Work Situation B rarely involves application of Knowledge Type IV.*

This knowledge type can only be supported by very large organizations, where the supervisor has a sizeable staff and subordinate structure and extensive representational responsibilities, and where the secretary has a significant degree of control or influence over the conduct of administrative and clerical processes throughout the organization. The record does not show the appellant regularly performs work equivalent to the duties described above in any respect. On one occasion, she was detailed to [organizational subdivision] and afterwards prepared written recommendations for the Director on how to improve office procedures in that section, such as installing an intercom system, central mail center, in/out board, work order filing system, etc. However, her interaction with administrative staff in the subordinate offices is limited to such matters as coordinating the submission of data or conveying information. She does not have ongoing, *independent* responsibility for determining the manner in which the overall organization's clerical processes are carried out. Her primary role is to manage the administrative activities of the Director's immediate office rather than to oversee these activities throughout the organization. Further, although the appellant must be aware of the supervisor's activities in order to manage his schedule, her work does not require that she also know his views on current organizational issues to, for example, compile supporting materials or convey those views to others. In other words, the appellant serves as intermediary between the Director and other parties for coordinative rather than for representational purposes.

Work Situation B in combination with Knowledge Type III equates to Level 1-4.

Level 1-4 is credited (550 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 2-3. At that level, the supervisor defines the overall objectives and priorities of the work and assists the secretary with some special assignments. The secretary plans and carries out the work of the office and handles problems and deviations in accordance with established instructions, priorities, commitments and program goals of the supervisor, and accepted practices. For example, the secretary performs the following duties:

- Receives telephone calls and visitors, screening those which can be handled without the supervisor's help. At this level, the secretary personally takes care of many matters and questions including answering substantive questions not requiring technical knowledge;
- Keeps the supervisor's calendar, schedules appointments and conferences without prior approval, and sees that the supervisor is fully briefed on the matters to be considered before the scheduled meeting;
- Receives requests for information concerning the organization's programs which can be assembled from the record based on a knowledge of the organization, advises when the material can be furnished, and prepares it personally or follows up to see that is prepared by the staff within the specified time;
- Based upon the information provided by the supervisor concerning the purpose of the conference and people to attend, makes necessary arrangements for conferences, including space, time, contacting people, and other matters; assembles background material for the supervisor; attends the meetings; and reports on the proceedings;
- Receives and reads incoming correspondence and reports, screening those items which can be handled personally, forwarding the rest to the supervisor or the staff. Actions taken personally include:
 - drafting replies to general inquiries not requiring a technical knowledge of the program; and
 - relaying instructions to subordinate offices, collecting data, preparing reports for higher echelons, or otherwise acting on requests received concerning procedural or administrative requirements.
- Reads outgoing correspondence for procedural and grammatical accuracy, conformance with general policy, factual correctness, and adequacy of treatment; advises the writer of any deviations or inadequacies;
- Assists supervisor's subordinates in the procedural aspects of expediting the work of the office, including such matters as shifting clerical help in subordinate offices to take care of fluctuating workload; helping supervisor's subordinates to implement the supervisor's instructions concerning procedures; explaining reporting requirements and arranging with subordinate officials for the collection and submission of data; and assembling data into general reports of the total work of the office;
- Signs routine correspondence of a non-technical nature in the supervisor's name or in own name as secretary to the supervisor.

The appellant provided a list of the duties she performs with associated work samples. These duties, as conveyed in writing by the appellant and corroborated in the desk audit, are as follows: acts as office manager for the Director's office and provides support to other managers and the administrative officer as needed; types and formats letters and other documents; composes or

drafts correspondence as requested (samples from approximately the past two years consisted of a few slightly modified versions of a standard acknowledgement letter, a brief letter confirming residency of an individual at the [independent agency], and a notice of upcoming timekeeper training); screens correspondence prepared for the Director's signature for clarity, completeness of reply, and grammatical and procedural correctness; routes correspondence and requests to other managers as requested by the Director; screens calls and visitors to the office, answering questions on her own when appropriate; assists in improving and revising secretarial policies and procedures (the only example provided was the recommendations she made after her detail to [organizational subdivision] cited earlier); serves as back-up timekeeper; coordinates and prepares the weekly bulletin for [clients]; takes and distributes minutes at meetings; prepares agendas before meetings, notifies participants, and arranges for meeting locations; makes travel arrangements; establishes and maintains office filing systems; maintains the Director's calendar; tracks Congressional correspondence; maintains the employee directory and other telephone lists; assists in requisitioning supplies; assembles material or collects information for the Director as requested; and updates the [independent agency] Business Plan by entering updates.

These duties essentially match those described at Level 2-3. As at that level, the appellant is responsible for carrying out the routine and recurring administrative and procedural work of the office and for performing occasional special projects involving collecting data or information.

The position does not meet Level 2-4. At that level, the supervisor sets the overall objectives of the work, and the secretary and the supervisor develop the deadlines and work to be done. The employee handles a wide variety of situations and conflicts requiring use of initiative to determine the approach to be taken or methods to use. The standard notes that this level is most likely to be found in organizations of such size and scope that many complex office problems arise which cannot be brought to the attention of the supervisor. For example:

- The secretary notes the commitments made by the supervisor during meetings, informs the staff of those commitments, and arranges for the staff to implement them;
- When reviewing correspondence for the supervisor's signature, the secretary calls the writer's attention to any conflict reflected in the file or any departure from policies and attempts to resolve the conflict before the matter is presented to the supervisor;
- In addition to arranging conferences as described at the lower level, the secretary at this level may decide to arrange for a subordinate of the supervisor to represent the organization at a conference. Such decisions would be based on a knowledge of the supervisor's views;
- The secretary drafts letters of acknowledgement, commendation, notification, etc., when the need arises, e.g., a secretary whose supervisor makes it a practice to acknowledge all commendatory remarks concerning the organization's program in periodicals, publications, or speeches, may review publications for such remarks and prepare appropriate letters for the supervisor's signature;

- The secretary insures that all official social obligations are met, arranges luncheons, issues invitations, insures proper seating arrangements, and insures that all details are covered (e.g., that guest speakers are invited sufficiently in advance, and adequate arrangements are made for protocol requirements). When necessary, the secretary settles accounts with the restaurant, club, or caterer;
- The secretary obtains information, the sources of which are not initially known and which may be available in only one or very few places. Subject matter is generally specialized and not a matter of widespread knowledge or is complicated because it is scattered in numerous documents or only in the memories of a few employees. Frequently the information is obtained orally from a variety of sources. The secretary organizes the material and draws attention to the most important parts;
- Using personal initiative, the secretary observes the need for administrative or procedural notices or instructions to the staff, prepares the necessary issuances, and presents them for signature or signs them personally. The secretary devises and installs office procedures.

The appellant does not perform any of these duties or any other duties of a comparable degree of responsibility. This level describes a secretarial assignment where the employee has a significant degree of responsibility in taking actions that are outside the realm of routine administrative or procedural concerns; i.e., taking actions on behalf of the supervisor in order to accomplish or expedite the work of the organization. In contrast, most of the appellant's work consists of relatively standard secretarial functions that relate entirely to ensuring that the procedural work of the office is accomplished. She did not provide any examples of taking actions on the Director's behalf consistent with the types of examples cited above without his prior request or instructions.

Level 2-3 is credited (275 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, the highest level described under this factor. At that level, guidelines include a large body of unwritten policies, precedents, and practices which are not completely applicable to the work or are not specific and deal with matters relating to judgment, efficiency, and relative priorities rather than with procedural concerns. For example, they may include decisions made by the supervisor in cases that are similar, but not completely analogous. The secretary applies and adapts guidelines, such as regulations or the supervisor's policies, to specific problems for which the guidelines are not completely applicable.

Most of the appellant's duties are undertaken on her own initiative in response to the administrative needs of the office. For example, she screens all of the supervisor's calls to intercept those she can handle herself or that relate to administrative concerns, and forwards to

the appropriate staff those that relate to their program areas that she feels do not require the supervisor's personal attention. She gathers information for the supervisor's use prior to meetings relating to the subjects to be discussed. She occasionally writes notices for the weekly newsletter conveying administrative information. These require knowledge not only of office procedures but also of the supervisor's priorities, concerns, and interests.

Level 3-3 is credited (275 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.

The complexity of the appellant's work is comparable to Level 4-2. At that level, the work consists of duties that involve various related steps, processes, or methods. Secretaries at this level perform a full range of procedural duties in support of the office, including such duties as requisitioning supplies, printing, or maintenance services; filling out various travel forms for staff members; arranging for meeting rooms; and preparing scheduled reports from information readily available in the files. Actions to be taken or responses to be made differ in such things as the sources of information, the kind of transactions or entries, or other readily verifiable differences. Decisions at this level are based on knowledge of the procedural requirements of the work coupled with an awareness of the specific functions and staff assignments of the office.

As at this level, the appellant's work relates primarily to the performance of the full range of procedural work of the office, such as handling calls and visitors, processing and tracking incoming and outgoing correspondence, maintaining files and records, keeping the supervisor's calendar, arranging for meetings and taking minutes, and compiling reports.

The position does not meet Level 4-3. At that level, the secretary performs a number of duties comparable to the following: preparing one-of-a-kind reports from information in various documents when this requires reading correspondence and reports to identify relevant items, and when decisions are based on familiarity with the issues involved and the relationship between the various types of information; and setting up conferences requiring the planning and arranging of travel and hotel accommodations based on knowledge of the schedules and commitments of the participants. Decisions regarding what needs to be done and how to accomplish it are based on the secretary's knowledge of the duties, priorities, commitments, policies, and program goals of the supervisor and staff, and involve analysis of the subject, phase, or issues involved in each assignment. The chosen courses are selected from many alternatives.

The appellant provided examples of only a few special projects that she has performed. One of these, preparing a list of [deleted], was accomplished by compiling information from existing files, which is consistent with Level 4-2. Another project, completed in December 2005, involved calling [deleted] organizations in the area to get specified information as to the services they provide, [deleted], their rates, and compiling this information for the Director's use. This likewise is consistent with Level 4-2 in that it involved requesting and recording the same

specific information from each organization rather than making any subjective determinations as to what information might be relevant. Other examples were setting up appointments with [clients] for the [oversight agency] Inspection Team (July 2005) and assisting the administrative officer by converting the [independent agency] comprehensive schedule into a table format. Both of these projects were procedural in nature and thus fully consistent with Level 4-2. Overall, the types of special or out-of-the-ordinary assignments expected at Level 4-3, beyond the routine work of the office, are not a significant, regular, and recurring feature of the appellant's position.

Level 4-2 is credited (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 both within and outside the organization.

The scope and effect of the appellant's work match Level 5-2. At that level, the purpose of the work is to carry out specific procedures. Duties frequently appearing at this level include: serving as liaison between the supervisor and subordinate units; consolidating reports submitted by subordinate units; and arranging meetings involving staff from outside the immediate office. The work affects the accuracy and reliability of further processes.

The purpose of the appellant's work is to carry out the administrative processes of the office. The appellant serves as liaison between the supervisor and subordinate managers, consolidates weekly bulletins, and arranges meetings between the supervisor and other officials. The work affects the ability of the Director to accomplish his work through the provision of essential support services.

The position does not meet Level 5-3. Positions at that level serve offices that clearly and directly affect a wide range of agency activities, operations in other agencies, or a large segment of the public or business community. The secretary at this level modifies and devises methods and procedures that significantly affect the accomplishment of the mission of the office. The secretary identifies and resolves various problems and situations that affect the orderly and efficient flow of work in transactions with parties outside the organization. The primary purpose of the appellant's position is to carry out specific processes rather than to devise and modify administrative procedures to be implemented by other secretarial staff.

Level 5-2 is credited (75 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 are with individuals or groups from outside the employing agency in a moderately unstructured setting, for example, the contacts are not established on a routine basis, requiring the secretary to identify and locate the appropriate person to contact. Typical of Level 6-3, the appellant has contacts with representatives from other Federal agencies, [other external contacts], and local businesses and other organizations.

The position does not meet Level 6-4. At that level, contacts are with high-ranking officials from outside the employing agency at national or international levels (e.g., Members of Congress, leading representatives of foreign Governments, presidents of large national or international firms, nationally recognized representatives of the news media, presidents of national unions, State governors, or mayors of large cities) in highly unstructured settings. The appellant has no contacts of this nature.

Level 6-3 is credited (60 points).

Factor 7, Purpose of contacts

This factor covers the purpose of personal contacts ranging from factual exchanges 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, the highest level described under this factor, where contacts are for the purposes of planning and coordinating work or resolving operating problems.

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 assignment.

The position matches Level 8-1, which covers sedentary work.

Level 8-1 is credited (5 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, which describes a typical office environment.

Level 9-1 is credited (5 points).

Summary

| Factors | Level | Points |
|------------------------------------|-------|----------|
| Knowledge required by the position | 1-4 | 550 |
| Supervisory controls | 2-3 | 275 |
| Guidelines | 3-3 | 275 |
| Complexity | 4-2 | 75 |
| Scope and effect | 5-2 | 75 |
| Personal contacts | 6-3 | 60 |
| Purpose of contacts | 7-2 | 50 |
| Physical demands | 8-1 | 5 |
| Work environment | 9-1 | <u>5</u> |
| Total | | 1370 |

The total of 1370 points falls within the GS-7 point range (1355-1600 points) on the grade conversion table provided in the standard.

Decision

The appellant's position is properly classified as Secretary (OA), GS-318-7.