

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

**Appellant:** [appellant]

**Agency classification:** Maintenance Request Clerk  
GS-303-3

**Organization:** Maintenance Support Service  
Directorate of Logistics  
United States Army Garrison  
Army Installation Management Agency  
Department of the Army  
[location]

**OPM decision:** GS-303-3  
Title to be determined by agency

**OPM decision number:** C-0303-03-05

/s/ Robert D. Hendler

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Robert D. Hendler  
Classification and Pay Claims  
Program Manager  
Center for Merit System Accountability

January 29, 2008

\_\_\_\_\_  
Date

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

**Decision sent to:**

[appellant's name and address]

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## Introduction

The Dallas Field Services Group (now the Dallas Oversight and Accountability Group) of the U.S. Office of Personnel Management (OPM) accepted a classification appeal on September 27, 2007, submitted through the United States Army Civilian Human Resources Agency on behalf of [appellant]. The administrative report was submitted with the appeal request. The appellant's position is currently classified as a Maintenance Request Clerk, GS-303-3, and is located in the Maintenance Support Service, Directorate of Logistics, United States Army Garrison, Army Installation Management Agency, Department of the Army (DA), at [location]. The appellant does not dispute the series of her position, but believes it should be classified at the GS-4 grade level. We have accepted and decided this appeal under section 5112 of title 5, United States Code.

## Position information

The appellant's position is assigned to the Maintenance Support Service, which supports [location's] mission readiness and training efforts by providing customer support to the multifaceted military and civilian population seeking a wide variety of maintenance services from the five major shops (i.e., tank/automobile; combat, e.g., small arms, night vision goggles; electronics and communications equipment; aviation services; and component repair) and their subsidiaries. The appellant occupies one of two Maintenance Request Clerk positions responsible for providing customer service related to processing DA Form 2407 (2407), Maintenance Request for Repair of Items. Customer service operates Monday through Friday from 7:00 a.m. to 4:00 p.m. The appellant estimates assisting approximately 400 customers and processing upwards of 1,500 job requests a month. Her position is directly supervised by the incumbent of a Supervisory Quality Assurance Specialist, YC-1910-02, position.

When turning in equipment for repair, a customer is required to complete the 2407 job request and be authorized on the DA Form 1687 (1687) ("signature card"), Notice of Delegation of Authority – Receipt of Supplies, to deliver and receive equipment. The appellant screens customers to ensure requirements are met; i.e., an individual is identified on the 1687 and has completed 2407-required fields on customer, maintenance activity, and equipment information. She periodically helps customers complete 2407s. For example, she can look up a National Stock Number, which is a 13-digit numeric code identifying standardized supply items. By comparing 2407 information to locally-developed repair address code lists, the appellant can determine the repair's appropriate work center. If still unidentifiable, she contacts the Service's Production Controller or the shops directly to decide where to route equipment. The appellant affixes barcode stickers with work order numbers on each of Form 2407's five pages; separates 2407s to give customers the green-copy hand receipt required to pick up repairs; and directs customers to their equipment's drop-off location. She inputs maintenance request information to the Automated Materiel Maintenance Management Information System (AMMMIS) linked to all work centers.

When equipment is repaired, the shop will notify the appellant by returning 2407s indicating requests as completed, picked up, and closed *or* as completed and ready for pick up. The appellant is responsible for notifying customers regarding completed repairs. She ensures

equipment is released upon presentation of a hand receipt from an individual listed on the 1687 signature card. The appellant annotates job request closures in AMMMIS, and then prepares 2407s for collection by a Service employee responsible for converting the hardcopies to digital images prior to its storage. The appellant also periodically runs reports on completed repairs ready for pick up. She will make follow-up phone calls prior to elevating it to the Production Controller for further action.

The appellant and immediate supervisor certified to the accuracy of the duties described in her official position description (PD), number [number]. The appellant's PD and other material of record furnish much more information about the appellant's duties and responsibilities and how they are performed, and we incorporate it by reference into this decision. We conducted a telephone audit with the appellant on October 16, 2007, and a telephone interview with the immediate supervisor on October 22, 2007. On November 13, 2007, we conducted a telephone interview with the Service's Production Controller, who has first-hand knowledge of aspects of the appellant's work. In reaching our classification decision, we carefully considered all of the information gained from these interviews, as well as all other information of record furnished by the appellant and her agency, including the PD of record.

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

The agency assigned the appellant's position to the GS-303, Miscellaneous Clerk and Assistant Series, and, as instructed by the GS-303 standard, used the Grade Level Guide for Clerical and Assistance Work (Guide) to determine the grade of her position with which the appellant does not disagree. After careful review of the record, we concur. The GS-303 series does not have published titles, so the agency may assign a title following the guidance in the *Introduction of the Position Classification Standards*.

### **Grade determination**

The Guide provides general criteria for use in determining the grade level of nonsupervisory clerical and assistance work. Administrative support work of the kind described in the Guide is performed in offices, hospitals, and numerous other settings in Federal agencies. The Guide describes the general characteristics of each grade level from GS-1 through GS-7, and uses the following two criteria for grading purposes: *Nature of Assignment* (which includes knowledge required and complexity of the work) and *Level of Responsibility* (which includes supervisory controls, guidelines, and contacts).

#### *Nature of Assignment*

At the GS-3 level, work consists of many different prescribed tasks, steps, or operations. The employee is required to choose from among similar procedures in deciding what needs to be done. GS-3 work varies primarily in factual ways such as in the sources of information or in the types of forms, transactions, or entries. Work requires good understanding of the structure of the organization served and adequate knowledge of the office's terminology and work flow to employ the correct set and sequence of tasks, steps, or operations. A GS-3 work example in the Guide describes an office clerk performing a variety of clerical work in an office providing

services to the public by carrying out tasks such as taking and delivering telephone messages, answering routine inquiries, recording and filing information on specific cases, and keeping time and attendance records for submission to the payroll office.

At the GS-4 level, work involves performing a full range of standard clerical assignments and resolving recurring problems. The work consists of related steps, processes, or methods requiring the employee to identify and recognize differences among a variety of recurring situations. The action to take or response to make varies in nature and sequence due to differences in the characteristics of each case or transaction. GS-4 work also requires some subject-matter knowledge of an organization's programs and operations; type of business practice such as maintaining inventory records and replenishing supplies; or a body of standardized rules, processes, or operations. The knowledge is needed to determine what is being done, why the action is being taken, and how it must be accomplished. A GS-4 work example in the Guide describes a security clerk performing a variety of recordkeeping, reporting, and informational duties by compiling, maintaining, and updating data, lists, and reports of computer passwords, security violations, and employees and visitors authorized access to the building and/or computer system.

The appellant's position meets the GS-3 level. As at that level, her work involves performing standard clerical assignments such as receiving, reviewing, and verifying completed 2407s. She also provides customer service consisting of answering the telephone, greeting visitors, directing customers, and responding to requests for information. She is required to know the maintenance operation's structure, workflow, and standard operating procedures and processes to provide appropriate advice to customers regarding established maintenance request procedures. The appellant's work does not require her to decide among different but plausible procedures. Her data collection procedures are specific and recorded on the standardized 2407. As at the GS-3 level, other procedures are likewise standardized and applicable to specific situations.

The appellant's position does not meet the GS-4 level. Her work does not involve performing the full range of standard clerical assignments and resolving recurring problems as expected at the GS-4 level. She is primarily responsible for collecting and reporting information associated with the 2407. The appellant's work does not require recognizing differences among a variety of recurring situations or take action based on differences in the characteristics of each case or transaction. Instead, her work processes and procedures vary in factual and objective ways (i.e., what varies is the information on the 2407). The appellant asks leading questions in completing required fields on maintenance request forms, but this work is clear-cut and does not require making subjective judgment calls on the information's relevancy, importance, impact, etc. Moreover, her work generally does not deviate in substance or sequence regardless of the repair's nature or type. The equipment category determines the responsible work center, but, regardless of the answer, the appellant's sequence of steps and actions to be taken generally remain unchanged.

The appellant's organization is certified as a source for repair services under the National Maintenance Program (NMP), which establishes a fully integrated national maintenance requirements determination process with the goal of centrally coordinating and controlling maintenance work by developing standards for items being repaired at NMP-qualified repair

sources. The appellant said the volume of job requests is increasing due to the NMP, but volume of work cannot be considered in determining the grade of her position, as discussed in *The Classifier's Handbook*. Close-out procedures for NMP repairs differ slightly, requiring the appellant to input a few additional coding entries. Customers occasionally deliver multiple 2407 job requests in a single visit, potentially affecting the appellant's entering information into AMMMIS timely (i.e., within two hours). Even so, the maintenance request's processing sequence of events for these and other situations common to the appellant's work involves following the same unvarying, prescribed steps.

This factor is properly evaluated at the GS-3 level.

### *Level of Responsibility*

At the GS-3 level, work is assigned in terms of what and how work is to be accomplished. The supervisor is available if the daily routine should be disrupted and complications arise. Familiar situations or requests for information are handled independently. Guidelines are normally specific and requirements for performing daily work are memorized, but judgment is required in referring callers to appropriate personnel or in providing information. Contacts are to assist coworkers or provide callers and users of the services with information.

At the GS-4 level, the supervisor provides little assistance with recurring assignments. GS-4 employees use initiative in completing work according to accepted practices, but unusual situations may require assistance from the supervisor or a higher level employee with completed work reviewed more closely. Work procedures have been established and specific guidelines are available. The number and similarity of guidelines and work situations require employees to use judgment in locating and selecting the most appropriate guidelines, references, and procedures. The employee makes minor deviations in adapting guidelines to specific cases. Contacts are with coworkers and individuals outside the organization to exchange information and, in some cases, resolve problems related to the immediate assignment.

The appellant's position meets the GS-3 level. Similar to this level, her work is recurring and static with ample and readily available procedures on how to accomplish this work. She provides services that are of a continuing, repetitive nature and performed on the basis of her acquiring a familiarity with the maintenance operations process. Consequently, the work processes and procedures have long been ingrained and memorized from constant repetition; the appellant's work does not require referring to guidelines in making everyday judgment calls. Nonetheless, comprehensive guidelines are available and in the form of 2407 instructions on document preparation, local standard operating procedures for maintenance operations, the national maintenance program's business process manual, etc. She independently handles situations within the confines of her assignment but, like the GS-3 level, she refers problems or unusual situations to her supervisor or other staff (e.g., involving belligerent customers or instances when customers attempt picking up equipment without a receipt or signature card). As at the GS-3 level, the appellant's regular contacts are with coworkers or customers and involve exchanging relatively straightforward information on office hours, driving directions, maintenance request status, shop information, etc.

The appellant's position does not meet the GS-4 level. She performs daily work with little to no daily oversight by the supervisor, but this level anticipates performing a wider variety of assignments than that currently performed by the appellant. Her confined set of responsibilities involve some steps in preparing, opening, and closing maintenance requests. The appellant's work is fairly repetitive with unusual situations occurring rarely. The appellant agrees her work's guidelines cover most aspects of her assignments. At her discretion, the appellant can allow an individual on the signature card to pickup a repair without the green-copy hand receipt as long as a missing hand receipt form is submitted. However, releasing weapons and other sensitive items under similar circumstances is solely at the discretion of the supervisor or higher-level officials. This work, unlike the GS-4 level, does not require the appellant to make minor deviations in adapting guidelines to specific cases. This situation's decision-making process involves the appellant identifying whether a set of circumstances meet fixed criteria rather than adapting guidelines to fit a situation. Furthermore, the appellant's contacts involve sharing information rather than resolving problems connected to work assignments as expected at the GS-4 level.

This factor is properly evaluated at the GS-3 level.

Since both factors are evaluated at the GS-3 level, the position is properly evaluated at the GS-3 level.

### **Decision**

The position is properly classified as GS-303-3, with the title to be determined by the agency.