

**Department of Defense (DoD)**  
**Civilian Personnel Management Service (CPMS)**  
**Field Advisory Services - *FAS***  
**Classification Appeal Decision**

<b>DoD Decision:</b>	<b>Supply Technician, GS-2005-07</b>
<b>Initial classification:</b>	Supply Technician, GS-2005-07
<b>Organization:</b>	Defense Logistics Agency Defense Distribution Depot Support Office Quality Assurance Branch
<b>Date:</b>	July 18, 1997

**INTRODUCTION**

The Civilian Personnel Management Services (CPMS) accepted an appeal from an employee who is currently classified as a Supply Technician, GS-2005-07. The appellant is of the opinion that his position should be classified as a Quality Assurance Specialist, GS-1910-07.

This appeal decision is based on information obtained from the following sources:

1. The appellant's memorandum which outlined the basis for his appeal.
2. An on site audit with the appellant's supervisor, Chief, Quality Assurance Branch, and subsequent clarification discussions.
3. An on site audit with the appellant.

**Position Information**

The appellant's duties and responsibilities are described in position number, Supply Technician, GS-2005-07, Support Office, Quality Assurance Branch, Defense Distribution

Depot. According to the official position description, the incumbent conducts quality reviews of physical inventory counts and location surveys. Gathers and researches data and report findings in writing to the team leader. Analyzes data and provides supportable evidence of potential discrepancies. Identifies specific trends discovered through sampling. Investigates and reports these trends to management for identification and correction of procedural violations and discrepancies. Reviews and evaluates data collected and points out potential known problem areas that require further study. Responsible for assuring the appropriate sample size is selected to perform valid sampling.

### **TITLE AND SERIES DETERMINATION**

The servicing personnelist evaluated the appellant's position as a Supply Technician, GS-2005. This series is applicable when the primary work involves supervising or performing clerical or technical support work concerned with processing documentation about receiving, handling, storing, maintaining while in storage, issuing, or physically controlling items within a distribution system. It may also includes performing record functions in inventory, storage, cataloging, and receipt and control processes. Employees typically do work associated with one of the supply management or operation processes. Some employees, however, do work at local installations involving elements of several supply programs. Supply clerks and technicians perform one or more of the following kinds of work:

- conduct physical inventories and adjust and/or maintain inventory, stock, plant, or property account records; process documentation for stock item receipts, maintain such items in a supply room or similar storage area, issue material to shop or work center personnel, keep local stock records, reorder when stocks are low or at a specified reorder point, prepare standard reports such as variances between actual and estimated costs, and perform related stock receipt, storage, control, and issue functions for expendable and nonexpendable items for a local organization;
- contact customers, supply organizations, transportation units, and others to obtain material status information, follow up on urgently required items, and/or expedite delivery of material to work sites;
- identify requirements and requisition, issue, or distribute office and administrative supplies, forms, publications, or other printed material;
- maintain an accurate accounting and reporting system for nonexpendable property and perform standardized property management control processes; and/or

- operate computer terminals or personal computers to perform records search, data input, and data corrections.

Scope or size of the organization served does not itself influence the grade level of Supply Clerk or Technician positions. They operate in any kind of organizational entity, at any level. They may be found, for example, in an operating office serving the consumer, in an agency headquarters supply office, in the supply office of a local field establishment, or in a system-wide national inventory control point.

Virtually all supply systems are automated. Supply clerks and technicians must have sufficient knowledge of the automated systems to apply instructions for supply actions such as data entry, reports retrieval, error correction, and searching for specific records. The work is performed through terminal stations and/or personal computers. Employees maintain specified sets of records in general supply operations or in support of one of the specialized supply functions (i.e. inventory, cataloging, etc.) and are responsible for keeping them both accurate and current.

Supply technicians may perform some of the same work tasks as the supply specialist, but they do so based on practical experience and familiarity with supply operations, the supply mission of the organization, and supply regulations, policies, procedures, and directives.

The appellant disagrees with the title and series of his assigned position, and believes that Quality Assurance Specialist, GS-1910 is more appropriate for the work he performs.

In view of the employee's requirement to continually review and evaluate collected data and report on potential problem areas which will require additional study, the following standards were considered: (1) Quality Assurance Series, GS-1910 was rejected because the positions are primarily concerned with the systematic prevention of defects and nonconformances, the identification of unsatisfactory trends and conditions, and the correction of factors which may contribute to defective items. The work involves: (a) development of plans and programs for achieving and maintaining product quality throughout the item's life cycle; (b) monitoring operations to prevent the production of defects and to verify adherence to quality plans and requirements; and (c) analysis and investigation of adverse quality trends or conditions and initiation of corrective action. The duties of these positions also require knowledge of pertinent product characteristics and the associated manufacturing processes and techniques; and (2) Inventory Management Series, GS-2010 was rejected because, while the positions involve analytical work in managing, regulating, coordinating, or otherwise exercising control over supplies, equipment, or other material, the work requires knowledge of acquisition processes, automated records and control systems, material substitution criteria, and storage, issue, and disposal processes. The exclusion of this standard states "classify positions in the

Supply Clerical and Technician Series, GS-2005, when they involve clerical or technical support of supply work and the full performance level is lower than grade GS-9."

We believe the functions of this position are characteristic of technical support supply work (i.e. conducting physical inventories and adjust and/or maintain inventory, stock, plant, or property account records; operate computer terminals or personal computers to perform records search, data input, and data corrections etc.). Additionally, this position has a full performance level lower than grade GS-9, therefore, the Supply Clerical and Technician series, GS-2005 is the most appropriate standard for analysis.

### **GRADE LEVEL DETERMINATION**

The appellant also questioned the grade of his position, but did not address the factor since he felt the standard was inappropriate.

The GS-2005 series is written in Factor Evaluation System (FES) format. Under the FES, positions are placed in grades on the basis of their duties, responsibilities, and the qualifications required and are evaluated in terms of nine factors as follows:

#### **Factor 1 - Knowledge Required By The Position**

This factor measures the nature and extent of the knowledge and skills needed and how they are used in doing the work. Position requires a thorough knowledge of the Federal Supply System with special emphasis on physical inventory and location survey. Knowledge on the overall warehouse plan, accepted warehouse methods and procedures as they impact physical inventory and location survey. Skill in using the UADPS and the NISTARS. Ability to interpret ledgers, documents and recognize discrepancies in the system. Ability to interpret, explain, and apply requirements to quality problems encountered in physical counts and location survey. Ability to gather data, research and report findings in writing. Ability to analyze potential discrepancies, identify trends, and recommend corrective action. Ability to communicate both orally and in writing. Must be knowledgeable of computer operations to perform various data entry and retrieval duties. This knowledge continues to be comparable to Level 1-4 and 550 points are credited.

At Level 1-4, assignments require a thorough knowledge of governing supply regulations, policies, procedures, and instructions applicable to the specific assignment. Employees use this knowledge to conduct extensive and exhaustive searches for required information; reconstruct records for complex supply transactions; and/or provide supply operations support for activities involving specialized or unique supplies, equipment, and parts such as

special purpose laboratory or test equipment, prototypes of technical equipment, parts and equipment requiring unusual degrees of protection in shipment and storage, or others that are unique to the organization's mission or are seldom handled. This knowledge is also used in positions performing routine aspects of supply work based on practical knowledge of standard procedures, where assignments include individual case problems related to a limited segment in one of the major areas of supply management (e.g. cataloging, inventory management, excess property, property utilization, or storage management).

## Factor 2 - Supervisory Controls

This factor evaluates how the work is assigned and reviewed and the employees responsibility for carrying out the work. The incumbent is expected to independently perform assigned tasks which will require good judgment at remote locations where the supervisor or team leader may not be available. the supervisor sets deadlines and priorities for assignments and is available to provide technical guidance and direction concerning unusual problems. Work is reviewed for compliance with general instructions/policies, adequacy, and soundness of conclusion. Level 2-3, 275 points continues to be credited for this factor.

At level 2-3, the supervisor defines the objectives, priorities, and deadlines; and assists the employee with unusual situations which do not have clear precedents. In some circumstances, the employee works independently from the supervisor or specialist in a remote location. Contacts with the supervisor is infrequent, although usually available by telephone and periodic on-site visits. Continuing assignments are usually performed with considerable independence. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

## Factor 3 - Guidelines

This factor examines the nature of the guidelines available for performing the work and the judgment needed to apply those guidelines or to develop a new guidelines.

Guidelines include a wide variety of regulations, references, manuals, guides and operating procedures. In some cases, there are no directly related precedents cases or references. The employee uses judgment to interpret guidelines, evaluate circumstances, and adapt procedures to determine the best approach and proper methods to resolve specific problems. Level 3-3, 275 points continue to be credit for this factor.

At level 3-3, because of the requirement to solve problems or the uniqueness of the case, guidelines lack specificity or are not applicable to the work circumstances or problems. The employee uses judgment in interpreting and adapting guidelines such as policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes the results of applying guidelines and recommends changes.

#### Factor 4 - Complexity

This factor covers the nature, number, variety, and intricacy of tasks, steps processes, or methods in the work; the difficulty in identifying what needs to be done and the difficulty and originality involved in performing the work. The work involves the application of a variety of inventory and research methodology and accepted practices. Where guidelines cannot be applied, the incumbent will use known judgment. In the investigation of quality problems, the employee considers a number of factors to determine the underlying causes. Documented findings adverse to quality, formulate the groundwork for initiating corrective action. Level 4-3, 150 points continue to be credited for this factor.

At Level 4-3, the work involves unusually complicated or difficult technical duties involving one or more aspects of supply management or operations. The employee decides what needs to be done depending on the analysis of the subject, phase, or issues involved in each assignment. Decisions are based largely on the employee's experience, precedent actions, and priority assigned for resolving the particular problem. The work involves conditions and elements that the employee must identify and analyze to discern interrelationship with other actions, related supply programs, and alternative approaches.

#### Factor 5 - Scope and Effort

This factor covers the relationship between the purpose, breadth, and depth of the assignment and the effect of the work products o services both within and outside the organization. The purpose of the position is to provide management with information relate to the effectiveness of inventory count and location survey functions. The work involves performance of quality evaluation of work completed by others. The validations, identification, and correction of discrepancies will have a positive effect on variable line item accuracy o the Depot inventory. Level 5-3, 150 points continue to be credited for this factor.

At Level 5-3, the work involves dealing with a variety of problem situations either independently or as part of a broader problem solving effort under the control of a specialist. Problems encountered require extensive fact-finding, review of information to coordinate requirements, and recommendations to resolve conditions or change procedures. The employee performs the work in conformance with prescribed procedures and methods. The

results of the work affect the adequacy of local supply operations, or they contribute to improved procedures in support of supply programs and operations.

#### Factor 6 - Personal Contacts and Factor 7 - Purpose of Contacts

Factor 6 includes contacts either face to face, via telephone and through other dialogue with persons not in the supervisory chain. These contacts serve as the basis for the level selected under Factor 7. Primary contacts are with employees within the Depot. Additional contacts can be with ICP managers and with consumers whose actions have impact on stock record accuracy. The purpose of the contacts is to acquire data/information required to assess/evaluate the work being sampled, to exchange information, and to discuss/resolve operational problem areas. Factor 6 is credited with Level 2 and Factor 7 is allotted Level b, a combination of the two elements equate to 75 points.

At Level 2, contacts are with employees in the same agency, but outside the immediate organization. Persons contacted generally are engaged in different functions, missions, and kinds of work, such as a representative from various level within the agency or from other operating offices in the immediate installation. At Level b, the purpose of the contacts is to plan, coordinate, or advise on work efforts or to resolve operating problems by clarifying discrepancies in information submitted by serviced organizations, resolving automated system problems causing erroneous transaction records, or seeking cooperation from others to resolve complicated supply actions.

#### Factor 8 - Physical Demands

This factor covers the frequency and intensity of the physical agility and dexterity required by the work assignment. Work requires some physical exertion, such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities. May require lifting of moderately heavy items. Level 8-2, 20 points continue to be credited for this factor.

At Level 8-2, work requiring this level of physical demand occurs, i.e. when employees are regularly assigned to activities such as tracing misplaced items or conducting physical inventories in warehouses, depots, and other storage areas, or when they are regularly involved in stocking and retrieving items from shelves and cabinets.

#### Factor 9 - Work Environment

This factor considers the risks and discomforts in the employee's physical surroundings and the safety precautions required. The work environment involves moderate risks or

discomforts that require special safety precautions such as working around moving parts, machines or carts; adverse weather conditions. Employee may be required to use protective clothing or gear, such as safety shoes, goggles, hearing protection and/o gloves. Level 9-2, 30 points continues to be credited for this factor.

At Level 9-2, the work environment involves moderate risks or discomforts which require special safety precautions and employees may be required to use protective clothing of gear such as masks, gown, safety shoes, goggles, hearing protection, and gloves.

In summary, we completely agree with the classification of this position as assigned by the servicing personnelist. We also have assigned the following levels and points to the appellant's position:

Factor Level Points

1 1-4 550

2 2-3 275

3 3-3 275

4 4-3 150

5 5-3 150

6 & 7 2b 75

8 8-2 20

9 9-2 20

Total Points 1515

**The 1515 points fall in the range of 1355 to 1600 for GS-7. Therefore the position is properly classified to the GS-7 level.**