

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

DoD Decision:	Inventory Management Specialist, GS-2010-09
Initial classification:	Inventory Management Specialist, GS-2010-09
Organization:	Army Installation Directorate of Logistics Support Services Division Supply Management Branch
Date:	March 12, 1997

INFORMATION CONSIDERED

Appellant's letter with attachments.
Official position description for appealed position, number , and evaluation statement.
Appellant's performance standards.
Official position description for the appellant's supervisor.
Organizational charts and functional statement pertaining to the appealed position.
Telephone interviews with the appellant and the supervisor.

BACKGROUND AND POSITION INFORMATION

The appeal was filed because the appellant disagreed with her agency's evaluation of factors 1 through 7 and believed reevaluation of those factors would result in a classification of her position at the GS-11 level.

The purpose of the position is to manage, control and direct inventory of the Retail Supply Program at the installation which includes Stock Fund, R&D items, ammunition, excess

equipment (e.g., military vehicles, computers, equipment used in physical science labs, etc.) valued at approximately \$30-35 million. The appellant analyzes and evaluates the effectiveness of: inventory control, location survey, requisitioning, cataloging, receiving, issuing, storage, shipping, and the like. She researches inventory discrepancies, analyzes computer output to identify problem areas, directs the quarterly ammunition inventory, gathers data for Depot Program Status Report, Performance Measurement Reports, Excess and Storage Management Reports, using Supply Account and subsystems: Retail Army Stock Fund Financial Inventory Accounting and Reporting System (RASFIAR), Standard Army Automated Contracting System (SAACONS), Standard Operations Maintenance, Army Research Development System (SOMARDS). The appellant implements new and/or revised programs developed by Systems Integration and Management Activity (SIMA), , intended to improve and modify AMCIS. She consults with them to resolve problems that arise, and calls attention to problems and/or suggests solutions to overcome problems. She researches Inventory Evaluation Research List discrepancies ensuring adjustments are input for Inventory Adjustment Report; coordinates with Finance and Accounting on monthly stratification reports, and the like. She coordinates with contractors to establish inventory control procedures, Self-Service Center personnel, and accountable property officer to determine and modify stock levels; with employees in shipping and receiving to determine storage points and space, and warehouse personnel to assure location survey discrepancies are corrected; with finance and accounting to answer questions involving Army Stock Fund figures; and the like.

The appellant and supervisor certified the position description is accurate.

ANALYSIS AND FINDINGS

Series and Title Determination

The appellant has not contested the series and title of her position which is correctly included in the Inventory Management Series, GS-2010. The currently designated title as Inventory Management Specialist is correct.

Level Determination

The OPM Standard for the Inventory Management Series does not contain grade level criteria and indicates that grade level is determined by comparison to the OPM Grade-Evaluation Guide for Supply Positions, dated July 1992. This Guide is written in the Factor Evaluation System format. Guidance for using the Factor Evaluation System stipulates that a position factor must be fully equivalent to the factor-level described in the standard to warrant credit at that level. If a position fails in any significant aspect to meet a particular factor-level description in the standard, the next lower level must be assigned unless the deficiency is balanced by an equally important aspect that meets a level above the particular

factor-level.

Factor 1: Knowledge required by the Position

This factor measures the nature and extent of information or facts that employees must understand to do acceptable work (e.g., steps, procedures, practices, rules, principles, and concepts) and the nature and extent of the skills needed to apply that knowledge.

The servicing personnel office evaluated this factor at Level 1-6. The appellant believes Level 1-7 is correct. The appellant manages, controls, and directs inventory of the CECOM- Retail Supply Program. Information obtained indicates the appellant is the local source for inventory management issues, researching and resolving discrepancies on the Inventory Evaluation Research List; gathering and developing data for Depot Program Status Report, Performance Measure Reports, Excess and Storage Management Report; coordinating with Finance and Accounting on monthly Stratification Report, and in resolving problems affecting the accountability of Inventory Management and Stock Fund (e.g., by reviewing computer output and providing information and recommendations in the form of System Change Requests to systems analysts at the CECOM Directorate for Corporate Information, and SIMA,). The appellant is also involved in the new Inventory Supply Program, AMCL8A. She meets with contractor, Self-Service Center personnel, accountable property office to determine and modify stock levels; shipping and receiving to determine storage points and space, and warehouse personnel to assure location survey discrepancies are corrected.

We concluded that this situation fully meets Level 1-6 which is typified by practical knowledge of a wide range of well-established and commonly applied supply principles, concepts, and methodologies in one or more of the technical supply specializations (e.g., inventory , packaging, storing/distributing, etc.) when duties require the application of some judgment and analysis to provide services or resolve problems. The Retail Supply Program responsibilities do not fully meet Level 1-7. At Level 1-7, work requires knowledge of a broad range of supply program relationships or significant expertise and depth in one of the specialized fields of supply operations. The recurring programmatic responsibilities of the position are primarily involved in resolving issues and problems of a procedural nature in supply operations, planning, or program management (i.e., procurement appropriation, inventory control, location survey, requisitioning, receiving, issuing, storage, shipping, excess, etc.) These duties are a good match to the types of illustrations which are listed in Factor 1-6. For example, incumbent performs tasks which are associated with standard systems such as and subsystems: (RASFIARS), (SAACONS), and (SOMARDS). which have prescribed steps that regularly cover most situations which require data inputs, changes, and corrections. Additionally, incumbent analyzes computer outputs to identify and resolve problem areas in the inventory supply process which is a direct match to Factor 1-6.

Factor 1-7 is not met in that the position neither meets nor requires the greater breadth and

depth of knowledge requirements which are listed and illustrated in Level 1-7.

Level 1-6, 950 points

Factor 2. Supervisor Controls

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

The servicing personnel office evaluated this factor at Level 2-4. The appellant believes Level 2-5 is correct. The appellant works for the Chief, Supply Services Division. She is the sole inventory management specialist in the Division, and as such works with independence in insuring that the inventory management program achieves expected results. The Division chief sets overall objectives and makes resource decisions. She keeps her supervisor informed of unusual situations but resolves most issues that arise. Work is reviewed for overall compatibility with the supply program objectives.

This situation is comparable to criteria outlined at Level 2-4. At this level the supervisor sets overall objectives and resources available. Employees at this level consult with the supervisor in determining deadlines, identifying staff and other resources required to carry out assignments, and the like. Employees, having developed expertise in the particular supply specialty, are responsible for planning and carrying out work, resolving most conflicts, integrating and coordinating the work of others as necessary, and interpreting policy in terms of established objectives. The employee keeps the supervisor informed about progress and potentially controversial problems. Finished work is reviewed in terms of compatibility with other supply program requirements, or effectiveness in meeting objectives and achieving expected results.

Level 2-5 is not met in that it describes employees receiving only administrative supervision indicating a greater level of authority and independence of action than found in the appealed position.

Level 2-4, 450 points

Factor 3. Guidelines

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

The servicing personnel office evaluated this factor at Level 3-3. The appellant believes Level 3-4 is correct. Guidelines used by the appellant consist of Army Regulations, supply manuals, and the users guide which have gaps in specificity or are not always applicable. The appellant uses judgment in interpreting and/or adapting guidelines.

This situation meets the criteria contained at Level 3-3. At this level guidelines available and regularly used are in the form of agency policies and implementing directives, manuals, handbooks, supply regulations, and the like. Guidelines are not always applicable to specific conditions or there are gaps in specificity when applying them to specific supply requirements. The employee uses judgment in interpreting, adapting, and applying guidelines where there is overlap or conflict, or other conditions requiring the employee to analyze and develop procedures within the intent of available guidelines. The employee independently resolves gaps in specificity or conflicts in guidelines, consistent with stated supply program objectives.

Level 3-4 is not met in that it describes the use of guidance which is broader, contains less specificity, and which is often insufficient to accomplish specific objectives.

Level 3-3, 275 points

Factor 4. Complexity

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

The servicing personnel office evaluated this factor at Level 4-3. The appellant believes Level 4-4 is correct.

We concluded that this situation does not meet the criteria at Level 4-4 which requires analysis and testing of a variety of established techniques and methods to evaluate alternatives and arrive at decisions or recommendations. Also, at Level 4-4 "requirements to follow established supply policies, practices, procedures, and techniques may have to be varied for a number of locations or situations to assure compatibility with existing systems and demands on available resources". Position does not meet this factor in terms of knowledge or complexity. Position is a good match to Level 4-3 in that work requires consideration of program plans, applicable policies, regulations and procedures, and alternative methods of implementing and monitoring supply requirements. Also, recommendations involve implementation of specific supply actions, and the application of standard methods, techniques, and programs which are based on factual information such as available funding, minimum regulatory requirements, and delegated authorities.

Level 4-4 is not met in that the regular and recurring work is well defined and procedural in nature and does not reach the level of complexity as described and illustrated in this level. Specifically, whenever decisions are to be made, the incumbent is not affected by significantly conflicting or insufficient data in an organizational setting where, routinely, there is a need to

digress from normal methods and techniques and deviate from established guidelines and procedures.

Level 4-3, 150 points

Factor 5. Scope and Effect

This factor covers the relationship between the nature of the work, i.e., the purpose, breadth, and depth of the assignment, and the effect of work products or services both within and outside the organization.

The servicing personnel office evaluated this factor at Level 5-3. The appellant believes Level 5-4 is correct. The appealed position performs inventory management for the Retail Supply program and excess items disposal. The work affects installation mission and resident activities through flow of supply items to customers, soldier-in-the-field, warehouses, and self-service stores.

This situation is considered comparable to Level 5-3 in that the subject program is local in nature, but has some aspects which are part of multi-facility or nationwide program operations. Criteria at Level 5-3 indicates the work involves monitoring established supply systems and programs, performing independent reviews, and/or recommending actions involving well-established criteria, methods, techniques, and procedures. The employee's work products, advice, and assistance affect the efficiency of established supply operations or specialized programs, and contribute to the effectiveness of newly introduced programs requiring supply support.

Level 5-4 is not met in that it describes work of greater scope (e.g., affects supply system design, installation, and maintenance in a *wide range* of activities within the organization).

Level 5-3, 150 points

Factor 6. Personal Contacts and Factor 7. Purpose of Contacts

These factors include face-to-face and telephone contacts with persons not in the supervisory chain. Levels of these factor are based on what is required to make the initial contact, the difficulty of communicating with those contacted, and the setting in which the contact takes place (e.g., the degree to which the employee and those contacted recognize their relative roles and authorities.) The purpose of personal contacts range from factual exchanges of information to situations involving significant issues, differing viewpoints, etc.

Factor 6.

The servicing personnel office evaluated this factor at Level 2. The appellant believes it should be Level 3.

The appellant's contacts are with government employees and contractors on the installation, at , and . These individuals are involved in supply and/or automation activities. This situation meets the criteria at Level 6-2, which pertains to contacts with employees in the same agency (in this case Army) but outside the immediate organization. Persons contacted generally are engaged in different functions, missions, and other kinds of supply work. Level 6-3 is not met in that it describes contacts with individuals or groups from outside the employing agency which are not established on a routine basis. The purpose and extent of each contact is different, requiring the role of each party to be developed during the contact.

Factor 7.

The purpose of personal contacts ranges from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, or objectives.

The servicing personnel office evaluated this factor at Level b. The appellant believes it should be Level c. The appellant's contacts are to reconcile discrepancies within inventory, compile and compute data, and provide input and recommendations to improve the and other data systems. This situation is comparable to Level b criteria which describe contacts to plan, coordinate work, or advise on efforts and resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes. Level c is not met in that it relates to influencing, motivating, interrogating or controlling persons who may be fearful or uncooperative, requiring the employee to be skillful in gaining compliance.

Level 2b, 75 points

Factor 8. Physical Demands

This factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities and physical exertion involved in the work.

The servicing personnel office evaluated this factor at Level 8-2. The appellant does not disagree with that conclusion. We concur that level 8-2 is correct.

Level 8-2, 20 points

Factor 9. Work Environment

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

The servicing personnel office evaluated this factor at Level 9-2. The appellant does not disagree with that conclusion. We concur that Level 9-2 is correct.

Level 9-2, 20 points

Summary Point Value:

Factor Level Points

1-6 950

2-4 450

3-3 275

4-3 150

5-3 150

6&7 2b 75

8-2 20

9-2 20

TOTAL 2090

The grade conversion table on page 2 shows that a point range of 1855-2100 converts to grade GS-09

DECISION

The correct classification of the appellant's position is Inventory Management Specialist, GS-2010-09. This decision is a classification certificate that is binding on all administrative, certifying, payroll, disbursing , and accounting offices within the Department of Defense.