

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

<b>DoD Decision:</b>	<b>Supply Technician, GS-2005-05</b>
<b>Initial classification:</b>	Supply Technician, GS-2005-05
<b>Organization:</b>	Army Installation Medical Supply Activity Logistics Division Material Branch Inventory Management Section
<b>Date:</b>	April 8, 1997

## **EVALUATION**

### **1. Background**

On, the Field Advisory Services, Defense Civilian Personnel Management Service, accepted an appeal for the position Supply Technician, GS-2005-05. The appellant and supervisor have certified the accuracy of the duties and responsibilities of the position. There are four other employees who are also assigned to the position description of record () and have signed the appeal in agreement with the appellant. The written appeal from the appellant(s) requests that the position be reclassified as Supply Technician, GS-2005-06. The appellant(s) states in the appeal that the level of responsibility has increased; responsibilities involve the management and procurement of stocked and non-stocked line items for the Installation Medical Supply Activity. Customer support includes (over 500) Reserve and National Guard units in a five state radius . 98% of the time the assigned duties are carried out independently. The appellant disagrees with the evaluation of factors and levels assigned to Factors 1, 3, 4, 5, 6 and 7.

### **2. Sources of Information**

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

- a. memorandum, dated transmitting the appeal package with enclosures.
- b. The servicing civilian personnel office's evaluation of, Supply Technician, GS-2005-05.
- c. Telephone audits with the appellant(s) on
- d. Telephone interview with the appellant(s) immediate supervisor on

### **3. Position Information**

The position is nonsupervisory. The appellant(s) receive technical and administrative supervision from the Chief, Inventory Management Section (Supervisory Supply Technician, GS-2005-08). The primary work of the position involves the requisitioning, receipt and issue of stocked and non-stocked pharmaceutical and medical supplies for the Installation Medical Supply Activity. The duties and responsibilities include selecting sources of purchase from various vendors. The appellant confers with the suppliers and resolves issues concerning price, discount, delivery and special requirements. The appellant determines reasonableness of price and coordinates with trade specialist on unpriced purchase and delivery orders and makes firm commitments. Determines adequacy of terms and conditions of purchase requests; selects appropriate purchase method. The appellant determines substitutions when requested items are unavailable and responds to emergency orders and special requests. The appellant maintains, monitors, follows-up and performs required actions on all delinquent purchase actions. Coordinates between receiving units and suppliers to determine status receipt of supplies and equipment. Utilizes an automated system in preparation of reports and close-outs.

### **4. Standards Referenced**

- a. OPM PCS, Supply Clerical and Technician Series, GS-2005, TS-115, May 1992.
- b. OPM PCS, Purchasing Series, GS-1105, TS-122, March 1993
- c. OPM PCS, Primary Standard for the Factor Evaluation System (Appendix 3, Introduction to the Position Classification Standards), August 1991

### **5. Series and Title Determination**

The work of the position meets the intent of work covered by reference 4a which includes positions involved in performing clerical or technical supply support work necessary to ensure effective operation of ongoing supply activities. The work is technical supply support work relating to the inventory and control of pharmaceutical and medical supplies and equipment. The work requires a thorough knowledge of established supply regulations, policies, procedures, and instructions; knowledge of supply program requirements of the Installation Medical Supply Activity; and knowledge of a standardized automated supply system. The work of the position also requires a knowledge of standardized purchasing

regulations, policies, and procedures; established commodities and markets; and common business practices.

Based information received from the supervisor, the primary purpose of the position is to perform technical supply work, utilizing purchasing methods (which are learned on the job.) The appropriate title for positions covered by the reference 4a is influenced by the final grade determination. Supply Clerk is the title for positions GS-01-04, Supply Technician is the title for positions GS-05 and above. Because the position equates to GS-2005-05 (as determined below), the correct title is Supply Technician.

## **6. Grade Determination**

### **Reference 4a, GS-2005**

The GS-2005 standard (reference 4a) is written in the Factor Evaluation System (FES) format. Under the FES, positions are evaluated in terms of nine factors common to all nonsupervisory General Schedule positions. A point value is assigned to each factor based on a comparison of the position's duties with the factor-level descriptions in the standard. 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 to meet any significant aspect of a particular factor-level description, the point value for the next lower level must be assigned, unless an equally important aspect of a higher level is creditable. The total points assigned are converted to a grade by use of the grade conversion table in the standard.

#### **Factor 1, Knowledge Required by the Position**

*This factor measures the nature and extent of information or facts that an employee must understand to do acceptable work, e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts; and the nature and extent of the skills necessary to apply the knowledge.*

Level 1-3, the work requires: a knowledge of standardized supply regulations, policies, procedures, or other instructions related to the specific functions assigned; familiarity with one or more automated supply data bases to enter, correct or retrieve recurring reports and to structure and retrieve reports; and a sound working knowledge of the structure of the local supply organization and organizations serviced. Employees at this level use this knowledge to perform standard clerical assignments and resolve recurring problems.

The appellant's position meets this level, in that the work requires a knowledge of standardized supply regulations, policies, and procedures relating to the inventory and control of pharmaceutical and medical supplies and equipment for the Installation Medical Supply Activity. For example, the appellant performs a variety of tasks concerned with the receipt, storage, issue and replenishment of items within area of assignment; answers recurring

inquiries regarding status of requisitions; investigates and reconciles routine and recurring discrepancies relating to actions,

Level 1-4, the work requires a thorough knowledge of governing supply regulations, policies, procedures, and instructions applicable to specific assignments. 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 seldom handled. This knowledge is also used in positions performing routine aspects of supply specialist 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).

The appellant's position does not meet the full intent of Level 1-4. The appellant performs work which requires a degree of ingenuity and resourcefulness, but does not require a level of knowledge sufficient to conduct extensive searches for information, reconstruct complex transactions, or support unique requirements. For example, in checking existing data bases, searching for missing items in the warehouse/pharmacy, or contacting other activities(vendors) to locate items, the appellants search readily available technical information, consult with fellow coworkers, and contact other activities (venders) likely to have the required item. The searches involve looking for items in an area or location where they are most likely to be, (and this does not require) an extensive and exhaustive search for information.

When performing record or file maintenance and corrections or in ensuring the accuracy of the computer records, the appellant compare and cross-reference reports for inconsistencies, but this is not comparable to "reconstructing complex transactions or conducting extensive searches for information" as depicted in the standard for Level 1-4.

While the medical activity supported is specialized, it is not as specialized as the special purpose or prototype equipment cited at Level 1-4, and does not present the same difficulty in providing supply support. The appellant's expediting duties are similar to those described in the first illustration on page 10 of the standard, however, the appellant does not perform those duties in the environment described for Level 1-4.

Level 1-3, 350 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.*

Level 2-3, the highest level described in the GS-2005 standard, is credited. As at this level, the appellant receives general supervision and works within the parameters of defined objectives, and priorities. The appellant performs ongoing assignments with considerable independence, but assistance is available from the Section Chief on unusual situations not covered by precedents. The completed work is expected to be technically correct and is reviewed primarily for conformance to policy and other requirements. The methods used in accomplishing the work are not usually reviewed in detail. Level 2-4 is not met. According to the Primary Standard (reference 4c), this level applies to positions having the technical independence to resolve most conflicts that arise and make unreviewed policy interpretations. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements. The appellant does not make independent policy interpretations, and she refers complicated problems to the Section Chief for assistance.

Level 2-3, 275 points

#### Factor 3, Guidelines

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

At Level 3-3, the guidelines are similar to the next lower level, but because of the problem solving or case nature of the assignments, they are not completely applicable or have gaps in specificity. 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.

Level 3-2 is met and exceeded. The appellant applies various Federal, State, DA, and Medical Command(MEDCOM) regulations, policies, and manuals, TAMMIS user's manual, hardware and software manuals, and internal reference manuals and procedures. The appellant must be thoroughly familiar with the applicable guidelines, but because of the problem solving aspects of the work, the guidelines have gaps in specificity. This is similar to Level 3-3, however, the full intent of this level is not met. While the appellant uses judgment in interpreting guidelines and must determine the appropriate course of action when guidelines are not specifically applicable, there is no evidence that she is regularly concerned with analyzing the results of applying guidelines and recommending changes to applicable guidelines.

Level 3-2, 125 points

#### Factor 4, Complexity

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

At Level 4-2, the work consists of duties that involve related steps, processes, or methods, including work such as performing routine aspects of technical supply management functions in support of a specialist. The employee decides what to do by recognizing the existence of and differences between a few easily recognizable situations and conditions, and choosing a course of action from among options related to the specific assignment. Actions to be taken by the employee or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature.

At Level 4-3, the work involves unusually complicated or difficult technical duties involving one or more aspects of supply management or operations. The work at this level is difficult because it involves:

- a. actions that are not standardized or prescribed;
- b. deviations from established procedures;
- c. new or changing situations; or
- d. matters for which only general provision can be made in regulations or procedures.

This typically involves supply transactions which experienced employees at lower grades have been unable to process or resolve or which involve special program requirements for urgent, critical shortage items requiring specialized procedures and efforts to obtain. The employee decides what needs to be done depending on the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. Decisions are based largely on the employee's experience, precedent actions, and the priority assigned for resolving the particular problem. The methods and procedures used to resolve each issue vary based on the circumstances of each individual case. The work involves conditions and elements that the employee must identify and analyze to discern interrelationships with other actions, related supply programs, and alternative approaches.

Level 4-3 is not fully met. The steps and procedures the appellant must follow are well established and governed by extensive guidelines and procedures. The appellant determines which process will be applied (e.g. within the established purchasing methods, decides whether to use single award Federal Supply Schedules or other similar contracts, or credit card accounts). The work involves using different processes and methods to make a variety of competitive or sole source small purchases and/or make purchases against established contracts and agreements. The appellant's work involves the application of established processes and procedures, and does not involve new or changing situations but the application of established rules and procedures to establish and maintain accountability

records for stocked/nonstocked pharmaceutical/medical supplies used by the organization.

The appellant completes assignments based on application of Army and MEDCOM inventory management/purchasing rules and requirements. This level of complexity meets that described at Level 4-2. The appellant follows established and standardized steps or processes in carrying out the assignments and is expected to recognize the need to use established alternatives and to choose the alternative which best fits the situation.

Level 4-2, 75 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 intent of Level 5-3 is met. Corresponding to this level, the appellant independently deals with a variety of problem situations that require extensive fact-finding. The work affects the adequacy of inventory management operation of the MEDDAC, According to the Primary Standard (reference 4c), Level 5-4 involves establishing criteria; formulating projects; assessing program effectiveness; or investigating or analyzing a variety of unusual conditions, problems, or questions. The work product or service affects a wide range of agency activities, major activities or industrial concerns, or the operation of other agencies. The appellant's duties relate to specific individual actions rather than the broader programmatic issues that characterize Level 5-4. The work impacts the adequacy of supply support provided by the Material Branch, Inventory Management Section, rather than a wide range of Army activities or other external entities.

Level 5-3, 150 points

Factors 6, Personal Contacts and Factor 7, Purpose of Contacts

*These factors measure the regular and recurring face-to-face contacts and telephone dialogue with persons not in the supervisory chain and the purpose of those personal contacts. The same personal contacts must serve as the basis for the level selected for both factors.*

Personal Contacts:

Level 2, contacts are with employees of the same agency, but outside the immediate organization. Persons contacted are generally engaged in different functions, missions, and kinds of work, such as representatives from various levels within the agency or from other operating offices in the immediate installation. This level covers contacts with members of the general public in a moderately structured setting (i.e., they are usually established on a routine

basis at the employee's workplace or over the telephone, the exact purpose may be unclear at first, and one or more of the parties may be uninformed concerning the role and authority of other participants). Typical contacts at this level are with employees at the same level of authority in shipping companies, vendor employees concerned with the status of orders or shipments, and others at comparable levels.

Level 3, contacts are with individuals from outside the employing agency in a moderately unstructured setting (e.g., contacts are not established on a routine basis, the purpose and extent of each contact is different, and the role and authority of each party is identified and developed during the course of the contact). Typical contacts at this level are supply employees in other departments or agencies, inventory item managers, contractors, or manufacturers.

Level 2 is credited, corresponding to this level, the appellant's recurring contacts are with personnel in various functional areas (DPSC, MEDCOM, Purchasing/

Contracting, Finance/Accounting) on and off the installation, with vendors throughout the US and with purchasing personnel at higher headquarters (e.g. Defense Finance and Accounting Service). Level 3 is not met, since the appellant's personal contacts outside the agency are established on a regular basis, and the role and authority of the persons contacted are known to the appellant in advance of the contact or established early in the contact. For example, contacts with vendors are to request service, and the person contacted is typically the individual responsible for supplying items.

#### Purpose of Contacts:

Level a, the purpose of contacts is to obtain, clarify, or exchange facts or information, regardless of the nature of those facts, which may range from easily understood to highly technical.

Level b, the purpose of 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. This is the highest level illustrated in the standard. At higher levels, the purpose of contacts is to influence, motivate, interrogate, or control persons or groups who may be fearful, skeptical, uncooperative, or dangerous, and require skill in approaching the person or group to obtain the desired effect, such as gaining compliance with established policies and regulations by persuasion or negotiation, or gaining information by establishing rapport with a suspicious informant.

Level a is exceeded, in that the appellant's personal contacts not only include the exchange of factual information, but also include contacts similar to Level b to coordinate work and

resolve problems. For example, the appellant coordinates directly with vendors on requisitioning, status, and shipment of supplies/drugs/equipment. Coordinates with various activities/vendors to obtain emergency items. Works with customers within the hospital (and other serviced activities) in resolving discrepancies in the inventory.

Level 2b, 75 points

#### Factor 8, Physical Demands

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

Level 8-1 is assigned. The appellant's work is basically sedentary. There may be some walking, standing, bending, or carrying of light items, but no special physical demands are required to perform the work. Level 8-2 is not met. The work does not require physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, stooping, stretching, or reaching; or similar activities.

Level 8-1, 5 points

#### Factor 9, Work Environment

*This factor considers the risks and discomforts in the employee's physical surroundings and the safety precautions required.*

Level 9-1 is assigned. The work is performed in an office environment where normal safety precautions are required. The area is adequately lighted, heated, and ventilated. Level 9-2 is not met. The appellant does not work in an environment that requires special safety precautions, e.g. those required when working around moving equipment, carts, or machines.

Level 9-1, 5 points.

A summary of the factor levels and points assigned using reference 4a is as follows:

Factor 1 Level 1-3 350

Factor 2 Level 2-3 275

Factor 3 Level 3-2 125

Factor 4 Level 4-2 75

Factor 5 Level 5-3 150

Factor 6/7 Level 2b 75

Factor 8 Level 8-1 5

Factor 9 Level 9-1 5

Total 1060 = GS-05

(Range 855-1100)

### **Reference 4b, GS-1105**

The GS-1105 standard is also written in the Factor Evaluation System (FES) format.

#### **Factor 1, Knowledge Required by the Position**

*This factor measures the nature and extent of information or facts that an employee must understand to do acceptable work, e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts; and the nature and extent of the skills necessary to apply the knowledge.*

Level 1-3 is credited. As at this level, the appellant applies a knowledge of standardized purchasing regulations, policies, and procedures; established commodities and markets; and common business practices to make purchases involving commercial requirements and average complexity. Examples include:

--knowledge of solicitation and purchasing methods, such as oral solicitations, calls against BPA's, delivery orders, or priced purchase orders, to make (a) noncompetitive open market purchase, (b) purchase under established contracts, or (c) competitive open market purchase when specifications or statements of work are standardized, price and product characteristics are stable, and repeat vendors are used;

--knowledge of frequently used and easily understood regulations, such as those related to required sources, the use of mandatory schedules, or ordering and documentation procedures for routine purchases, to ensure regulatory compliance throughout the purchasing process;

--knowledge of basic price evaluation techniques to assess price reasonableness using well established references, such as price lists, Government estimates, and previous history files;

--knowledge of commercial commodities and established markets to advise requisitioners of various product characteristics (e.g., available sizes, quantities, brand names, packaging,

quality), identify sources of supply, and determine the appropriateness or adequacy of item descriptions;

--knowledge of basic arithmetic used in business to make simple comparisons of price, discounts, transportation costs, or similar terms;

The appellant's position does not meet Level 1-4 where the work requires in-depth or broad knowledge of a body of purchasing regulations, methods, procedures, and business practices to make purchases involving (1) specialized requirements and/or (2) commercial requirements that have unstable price characteristics, hard-to-locate sources, many critical characteristics, or similar complicating factors.

For clarification, the following definition is provided for the term "specialized" as it relates to equipment and services. The referenced standard defines as follows:

Specialized supplies are commercial products that have been modified or altered in some way to meet Government specifications. These products typically are made to order, accompanied by detailed specifications or purchase requests, and available from a limited number of potential suppliers. Specialized supplies include, for example, special machine parts, modified medical or scientific equipment, and special purpose test equipment. Some specialized supplies are similar to commercial supplies because they are also well-stocked and can be purchased off-the-shelf. Specialized services include scientific or medical studies and testing. Specialized construction projects include engineering design studies and alterations and repairs to roads and buildings. Based on the information provided during the audit and position record, the appellant is required to buy goods to support pressing everyday working needs of the Installation Medical Supply Activity. Needs range from common supplies available off-the shelf to specialized items (e.g. syringes, gauze, orthopedic footwear). Examples provided during audit are commercial supplies and services and are available from a number of suppliers in their respective industries. They are not made-to-order, accompanied by detailed specifications or purchase requests, or available from a limited number of potential suppliers.

The appellant's position does not meet Level 1-4 where the work requires an in-depth or broad knowledge of a body of purchasing regulations, methods, procedures, and business practices to make purchases involving specialized requirements or commercial requirements that have unstable price or product characteristics, hard-to-locate sources, many critical characteristics, or similar complicating factors. The appellant is assigned an area of specialization which involves routine and recurring purchases, however, in situations that are unusual, the appellant obtains the required information from the requesting activity and/or the vendor.

Level 1-3, 350 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 appellant's position meets Level 2-3 as it operates under the general supervision of the Section Chief. Much of the work is self generated through the automated supply system(s) and the appellant performs work independently. Completed work is subject to review for conformance with existing regulations, policies and procedures. Completed work is also evaluated by comments received from customers.

The position does not meet Level 2-4 where the employee regularly resolves conflicts in administering purchase orders, such as protests, claims, and terminations for convenience or default. At this level, the employee is delegated considerable latitude in committing the agency or activity to a course of action and typically has no higher level procurement expertise immediately available. The appellant brings controversial issues to the Section Chief's attention for resolution and does not get involved in intensive on-the-spot negotiations.

Level 2-3, 275 points

## Factor 3, Guidelines

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

At Level 3-2, guidelines are in the form of a number of established procedures and specific guidelines that are available and apply to work assignments. These include: procurement history files; Federal Supply Schedules and other established contracts; standard operating practices; and regulations governing small purchases and delivery orders. Guidelines cover areas such as required and optional sources of supply, types and uses of purchase orders, maximum ordering limitations, forms to use when making purchases. Guidelines also explain, for example, how to order from schedules, when documentation (sole source justification, verification of price reasonableness) is required, when it is appropriate to establish blanket purchase agreements and how to account for use of imprest funds. At this level the employee uses judgment in selecting the appropriate references and procedures to make purchases. There may be minor gaps in guidelines, and the employee may be expected to use some judgment and initiative in resolving aspects of the work not fully covered by instructions (e.g., when determining whether the important characteristics of an item match an item description in a mandatory schedule, judging whether quotes are for equal items, suggesting item substitutes, etc.). The employee refers situations that require significant deviations to the supervisor for guidance or resolution.

In contrast, positions at Level 3-3 deal with unique or complicating requirements or circumstances which are not always discussed in available guidelines. The employee uses

judgment to interpret guidelines, adapt procedures, decide approaches, and resolve specific problems. This includes for example, reviewing detailed nonstandardized statements of work for adequacy, developing technical ranking factors for award determinations, or negotiating terminations for convenience or default.

The appellant's position does not deal with the kinds of unique or complicating requirements or circumstances envisioned at Level 3-3. The appellant does not get involved with developing technical ranking factors for award determinations or negotiating terminations for convenience or default. The appellant consults with the requesting activity, vendors or appropriate catalogs when that is not an adequate description for specialized items.

Level 3-2, 125 points

Factor 4, Complexity

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

At Level 4-2 the work involves performing a variety of related tasks using primarily simple noncompetitive purchasing methods. Methods include, for example, placing orders against single award Federal Supply Schedules and other similar contracts, or using imprest fund or credit card accounts. The employee makes decisions, such as whether to solicit additional sources or question a price, based on a review or knowledge of similar purchases and basic procedures. The employee selects purchasing methods by considering a few factors, such as price, available sources, and urgency of requirements. The employee recommends awards using primarily price and/or delivery and/or delivery as determining factors.

In contrast, at Level 4-3 the work involves using different processes and methods to make a variety of competitive or sole source small purchases and/or makes a variety of purchases against various established contracts and agreements. At this level, the employee uses different solicitation methods, ordering or reporting procedures, purchasing methods, or clauses and provisions depending on the type, quantity, dollar value, or urgency of the requirement. Although some of the purchases made by the appellant exceed Level 4-2, the full intent of Level 4-3 is not met. For example, the contracts are preestablished leaving the appellant little opportunity for solicitation, negotiation of new contracts. Choices made by the appellant are based on well established procedures leaving little opportunity for intense review of the situations involved.

Level 4-2, 75 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.

At Level 5-2 the work involves providing purchasing services that are covered by well-defined and precise procedures and regulations (e.g., repeat orders for commercial requirements). The employee clarifies what is needed and when, and selects purchasing methods and sources from a range of available options. The employee's work products, such as recommendations for awards, affect the smooth flow of everyday operations.

In contrast, Level 5-3 work involves resolving a variety of purchasing problems; e.g., inadequate or restrictive specifications, lack of multiple suppliers, urgent need, and insufficient price history. At this level purchasing advice and decisions directly affect the ability of serviced programs to conduct business adequately. Specifically, in cases such as the appellant's, the work may affect the physical well-being of persons; e.g., arranging for the timely delivery of urgently needed medical supplies or equipment.

The appellant provided examples of work which had impact on the well-being of patients, such as rapid purchase of pharmaceuticals for use in special projects (deployment of military) and equipment (special examination tables) returns and repairs which impacted on the quality of health care at the facility. While the variety and number of purchasing problems the appellant faces minimally meets the level envisioned at Level 5-3, the potential impact her work has on patient care is significant, as envisioned at that level.

Level 5-3, 150 points

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

*These factors measure the regular and recurring face-to-face contacts and telephone dialogue with persons not in the supervisory chain and the purpose of those personal contacts. The same personal contacts must serve as the basis for the level selected for both factors.*

#### Personal Contacts:

Level 2 is credited, corresponding to this level, the appellant's recurring contacts are with employees in the same agency or activity, but outside the immediate organization. For example, contacts may be with personnel in contracting, finance/accounting, purchasing or at warehouse/delivery receipt sites. Contacts outside the agency include commercial suppliers and personnel at other agencies, such as the General Services Administration.

Level 3 is not met, in that at this level contacts also include technical and legal representatives of firms who are negotiating substantial purchase order changes or terminations for default or

convenience, or who are protesting the basis for nonselection for award.

Purpose of Contacts:

Level b is credited, corresponding to this level, the appellant's contacts are for the purpose of planning and coordinating actions to prevent, correct, or resolve delays or misunderstandings in the purchasing process. This includes contacts with customers to discuss specifications that may be inadequate or too restrictive, realistic lead times, or prices, etc. Contacts with vendors are to obtain information on items, prices, discounts and delivery dates.

Level c is not met. At this level contacts are for the purpose of settling conflicts or disputes that arise during the course of the small purchase or to respond to and explain decisions through negotiation and persuasion. Individuals or groups frequently are uncooperative and have different negotiation viewpoints. The employee must be skillful in negotiating issues, such as termination settlements or other significant changes in the small purchase. Contacts may also be with protesting vendors to justify award decisions that are based on greatest value determinations rather than on price or delivery.

Level 2b, 75 points.

Factor 8, Physical Demands

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

Level 8-1 is assigned. The appellant's work is basically sedentary. There may be some walking, standing, bending, or carrying of light items, but not special physical demands are required to perform the work. Level 8-2 is not met. The work does not require above average physical agility to walk around or over building materials, excavation sites, and heaving equipment found at construction sites or similar areas.

Level 8-1, 5 points

Factor 9, Work Environment

*This factor considers the risks and discomforts in the employee's physical surroundings and the safety precautions required.*

Level 9-1 is assigned. The work is performed in an office environment where normal safety precautions are required. The area is adequately lighted, heated, and ventilated. Level 9-2 is not met. The appellant does not work in an environment that requires protective clothing, such as hard-hat, goggles, gowns or boots.

Level 9-1, 5 points

A summary of the factor levels and points assigned using reference 4b is as follows:

Factor 1 Level 1-3 350

Factor 2 Level 2-3 275

Factor 3 Level 3-2 125

Factor 4 Level 4-2 75

Factor 5 Level 5-3 150

Factor 6/7 Level 2b 75

Factor 8 Level 8-1 5

Factor 9 Level 9-1 5

Total 1060 = GS-05

(Range 855-1100)

## **7. Decision**

The title, series and grade of the position is Supply Technician, GS-2005-05