

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

DoD Decision:	(Title to be determined by Agency), GS-0303-06
Initial classification:	Maintenance COR Assistant (OA), GS-0303-06
Organization:	Army Directorate of Logistics Contracting Officers Representative (COR) Office DS/GS Maintenance Office
Date:	April 18, 1997

EVALUATION

1. Background

On, the Field Advisory Services, Defense Civilian Personnel Management Service, accepted an appeal for the position Maintenance COR Assistant (OA), GS-0303-06. The appellant stated during the audit that she *disagrees* with *paragraph 3 only*. This paragraph describes general clerical duties (typing, answering phone, greeting visitors, mail distribution and filing). The appellant feels her position should not be in the clerical series GS-303, but in the GS-1910. The appellant's supervisor and the Director of Logistics did not certify the accuracy of the duties because they feel the position should be described as a Quality Assurance Specialist, GS-1910 and submitted a proposed position description to the servicing personnel office. Based on the servicing personnel office's review the position description was rewritten and classified as Maintenance COR Assistant (OA), GS-303-06. The Deputy Commander for certified the accuracy of the duties of appellant's position.

2. Sources of Information

This appeal is based on information from the following sources:

- a. Undated appeal package received directly from the appellant.
- b. The servicing civilian personnel office's evaluation of and Maintenance COR Assistant (OA), GS-0303-06.
- c. Telephone audit with the appellant on
- d. Telephone audit with the immediate supervisor on

3. Position Information

The position is nonsupervisory. The position is located in the (Direct Support/General Support) DS/GS Maintenance Contract Office, which is composed of one Contracting Officer Representative (COR), one inspector and the appellant. The appellant functions independently due to the longevity in the organization and position. Serves as an assistant to the (COR) who is responsible for monitoring, coordinating, developing, planning and execution of the DS/GS Maintenance Support Mission. The appellant has been designated as the "Alternate COR" and functions for the COR in his absence. The appellant serves over the trouble desk for the maintenance and repair of office equipment for areas serviced. The appellant maintains and authorizes expenditures under an impact credit card for the repair of equipment and is responsible for all documentation.

4. Standards Referenced

- a. OPM PCS, Quality Assurance Series, GS-1910, March 83
- b. OPM PCS, Miscellaneous Clerk & Assistant Series, GS-0303, Jan 79
- c. OPM PCS, Grade Level Guide for Clerical & Assistant Work, Jun 89
- d. OPM PCS, Office Automation Clerical & Assistance Series, GS-0326, Nov 90
- e. OPM PCS, Office Automation Evaluation Guide, Nov 90
- f. OPM, PCS, Supply Clerical & Technician Series, GS-2005, May 92
- g. OPM PCS, Purchasing Series, GS-1105, April 88

5. Series and Title Determination

The appellant and management have proposed that the position be classified as a Quality Assurance Specialist, GS-1910. We disagree with the proposal. The 1910 Quality Assurance series (reference 4a) includes all positions the duties of which are to perform, administer, or advice on work concerned with assuring the quality of products acquired and used by the Federal Government. The work involves (1) the development of plans and programs for achieving and maintaining product quality throughout the item's life cycle; (2) monitoring operations to prevent the production of defects and to verify adherence to quality plans and requirements; and (3) analysis and investigation of adverse quality trends or conditions and initiation of corrective action. The duties of these positions require analytical ability combined with knowledge and application of assurance principles and techniques, and knowledge of pertinent product characteristics and the associated manufacturing processes and techniques. The primary purpose of the appellant's position is to provide assistance to the Contracting Officer Representative and the Inspector in support of the DS/GS Maintenance Contract. The work performed by the appellant is one-grade interval in nature (e.g. monitor requests for repairs, verification of invoices, determining which work orders to be evaluated, consolidation of inspection findings and preparation of reports). The type of work performed by the appellant is a combination of several occupational series, none of which is predominant (i.e. GS-2005, GS-1105, GS-0326) and is not classifiable in any particular series, as such, meets the series definition described in the GS-0303 Miscellaneous Clerk and Assistant series (reference 4b) as follows: This series includes positions the duties of which are to perform or supervise clerical, assistant, or technician work for which no other series is appropriate. The work requires a knowledge of the procedures and techniques involved in carrying out the work of an organization and involves application of procedures and practices within the framework of established guidelines. There are no prescribed titles for the GS-0303 series. Reference 4h, OPM PCS, Introduction to the Position Classification Standards, Section III, Principles and Policies of Position Classification, H. Titling Positions, in accordance with 5 U.S.C. 5105 the Office of Personnel Management (OPM) establishes the official titles of positions in published classification standards. Accordingly, position classification standards generally prescribe the titles to be used for positions in the covered series. Agencies may designate the official title of positions in occupational series for which OPM has not prescribed titles; i.e., those not specifically covered by classification standards. The title selected by the agency should not be one that has been prescribed by OPM as an official title for positions in another series; titles should reflect concisely the nature of work and be developed in accordance with the aforementioned titling practice by the activity. The appellant's position is properly coded as GS-0303. The parenthetical title Office Automation

should also be added to the constructed title because the position requires the skills of a qualified typist and significant knowledge of office automation systems to perform word processing duties.

6. Grade Determination

Reference 4b does not have grading criteria and many positions can be evaluated by the Grade Level Guide for Clerical and Assistance Work (reference 4c) and other classification standards/guides for one-grade interval work involving related functions, knowledge, and skills, therefore, references 4e, 4f, and 4g will also be used as a cross-series comparison in determining the grade as follows:

a. Reference 4c, this guide covers the work of processing transactions and performing various office support and miscellaneous clerical and assistance duties within a framework of procedures, precedents, or instructions. For the purpose of applying this guide, the terms "clerical" and "assistance" are defined as follows:

-*Clerical*: Performing work such as preparing, receiving, reviewing, and verifying documents; maintaining office records; locating and compiling data or information from files; compiling information for reports; keeping a calendar and informing others of deadlines and other important date; and similar clerical support work within an organization. This work requires a knowledge of the clerical requirements and processes involved in maintaining the functional programs of the unit.

-*Assistance*: Performing technical work to support the administration or operation of the programs of an organizational unit. This work requires a working knowledge of the work processes and procedures of an administrative field (e.g., office administration, communications, and security) and the mission and operational requirements of the unit.

The guide describes the general characteristics of work at different grade levels in a three-part format:

- (1) The definition of the grade level as spelled out in the law (5 U.S.C. 5104);
- (2) A description of grade level concept pertaining to clerical and assistance work written in narrative format in terms of *two* evaluation factors: *Nature of Assignment* (which includes the elements knowledge required and complexity of work), and *Level of Responsibility* (which includes the elements of supervisory controls, guidelines, and contacts).

(3) General work examples to illustrate each grade level.

The Law - The appellant's responsibilities are comparable to the GS-06 grade level definition under the law, in that these duties comprise difficult and responsible business or fiscal administration work, performed under general supervision, requiring considerable training and experience; broad working knowledge of a special complex subject matter, procedure, or practice; and the exercise of considerable independent judgment.

Nature of Assignment - Work at the GS-06 level requires considerable evaluative judgment within well defined, commonly occurring aspects of an administrative program or function. The work may involve responsibility for a stream of products or continuing processes which requires identifying issues, problems, or conditions and seeking alternative solutions based on evaluation of the intent of applicable rules, regulations, and procedures. The work requires practical knowledge of guidelines and precedent case actions equal to that acquired through considerable work experience or specialized training. The work also requires skill to recognize the dimensions of a problem and express ideas in writing. The appellant's work is of a similar nature, dealing with commonly occurring aspects involved in the monthly quality assurance evaluation process, such as determining which work orders will be evaluated; verifying invoices for payment, examine parts requisitions to verify costs and need.

Level of Responsibility - The supervisor assists with precedent assignments by providing an interpretation of policy or concepts and theories. Guidelines such as regulations, instructions, evaluation criteria, and prior case or action files are available, but they are often not completely applicable to the assignment or have gaps in specificity, requiring judgment in interpreting and adapting the application to specific cases or problems. Similarly, the appellant receives a general outline of assignments from her supervisor, and adapts guidelines to ensure compliance with applicable regulations.

Work Examples - The work example at the GS-06 level is for a position that provides statistical reporting systems and financial assistance for a major division of a regional office; the employee also reviews work measurement functions to ensure that basic reporting requirements and procedures are being followed and that reports provide clear and concise information; analyze data to determine and evaluate results, trends, and developments; and writes instructions as needed to implement changes in reporting procedures.

Similarly, the appellant maintains the data base for all maintenance repair, ranging from automotive to electronics, performed by the contractor. The appellant monitors the work in progress by the contractor and informs the COR of any deviations, such as completion dates,

unavailable parts. The appellant is solely responsible for the preparation of all reports, briefings, and billings for the office. Similar to the appellant, employees at the GS-06 level ensure that basic reporting requirements and procedures are followed; identify inaccuracies or anomalies in the information; analyze data to determine and evaluate results, trends and developments; and make written recommendations to resolve problems based on interpretation of applicable regulations and procedures.

The GS-07 level is not met, the duties at this level require considerable specialized or supervisory training and experience; comprehensive working knowledge of special and complex subject-matter, procedures, or practices, and requires independent judgment. The appellant serves as an assistant to the COR. Although there is a requirement for considerable training in the contracting arena, there was no evidence of a need for comprehensive working knowledge of special and complex subject-matter, procedures, or practices. The subject-matter, procedures and practices involved are standardized and the COR provides guidance as needed. The GS-06 level is deemed most appropriate for the position.

b. Reference 4e, because there is a requirement for knowledge of office automation systems and the skills of a fully qualified typist, the parenthetical title Office Automation (OA) is added to the title of the appellant's position. The grade level of OA function equates to GS-04 level.

c. References 4f and 4g are used to evaluate the appellant's responsibilities as an agent for the Property Book Officer involved in monitoring the accountability of Government furnished property used by the contractor through inventories. The appellant is responsible for all repairs on safes, office and business machines; ensures that equipment is listed on density lists, and ensures repair expenditures are not exceeded. The appellant initiates necessary paperwork for repairs. Maintains all records of credit card use and verifies statements for payment. These are not grade controlling duties, the following evaluation summary is provided instead of an in-depth evaluation:

Reference 4f: Factor 1, Level 1-3 350

Factor 2, Level 2-2 125

Factor 3, Level 3-2 125

Factor 4, Level 4-2 75

Factor 5, Level 5-2 75

Factors 6/7, Level 2b 75

Factor 8, Level 8-1 5

Factor 9, Level 9-1 5

Total Points 835 = GS-04

(Range 655-850)

Reference 4g: Factor 1, Level 1-3 350

Factor 2, Level 2-2 125

Factor 3, Level 3-2 125

Factor 4, Level 4-2 75

Factor 5, Level 5-2 75

Factor 6/7, Level 2a 45

Factor 8, Level 8-1 5

Factor 9, Level 9-1 5

Total Points 805 = GS-04

(Range 655-850)

7. Decision

The series and grade of the position is GS-0303-06. Title to be determined by the activity.