

# Position Classification Standard for Mail and File Series, GS-0305

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## SERIES DEFINITION

This series covers positions involving the administration, supervision or performance of clerical work related to the processing of incoming or outgoing mail and/or the systematic arrangement of records for storage or reference purposes the scheduled disposition of records, and the performance of related work when such duties require the application of established mail or file methods and procedures, knowledge of prescribed systems for governing the flow and control of communications, and/or the filing or storage and retrieval of records, and knowledges of the organization and functions of the operating unit or units serviced.

This standard supersedes and is to be substituted for the standard for the Mail and File Series, GS-0305 issued in June 1964.

## EXCLUSIONS

Excluded from this series are:

1. Positions that consist of general messenger work including such duties as the pick-up, incidental sorting, and delivery of mail to offices in conjunction with servicing one or more regular messenger routes, but that are not concerned with the reading, sorting, routing, or recording of mail. Such positions are classifiable in the [Messenger Series, GS-0302](#).
2. Positions that require the application of a practical or technical knowledge of archival methods, procedures, and techniques, but not full professional archival training and experience. Such positions are classifiable in the [Archives Technician Series, GS-1421](#).
3. Positions involving the formulation of records control policies, the development of mail or file systems or procedures, the review of filing operations, or similar work when such work is not part of line responsibility for mail and file operations or is not performed in combination with operating duties characteristic of mail and file work. Such positions are classifiable in the [Management and Program Analysis Series, GS-0343](#), or the [Management Clerical and Assistance Series, GS-0344](#), as appropriate.
4. Positions involving records maintenance work (e.g., posting, entering, adjusting, etc.) requiring subject-matter knowledge. Positions of this kind are classified in whichever series is appropriate for the subject-matter field involved, e.g., [Supply Clerical and Technician Series, GS-2005](#), series found in the [Job Family Position Classification Standard for Assistance Work in the Human Resources Management Group, GS-0200](#), [Medical Record Technician Series, GS-0675](#), etc.
5. Positions involving the supervision, direction, or management of a group of other service functions in addition to mail or file operations. These positions are classified in the [Support Services Administration Series, GS-0342](#).

6. Positions involving the performance or supervision of nonprofessional or technical work requiring a specialized knowledge of library techniques and operations. Positions of this kind are classified in the [Library Technician Series, GS-1411](#). (There are certain similarities in some positions classifiable in GS-1411, and some positions classifiable in GS-0305. Determining the appropriate series classification for these positions requires determination of the paramount recruitment needs through consideration of such elements as the career ladder involved, the purpose for which the position was established, and the relative grade value of duties requiring special knowledges.)
7. Positions involving the maintenance of files of tapes used in automatic data processing operations. Positions of this kind are classified in the [Computer Aid and Technician Series, GS-0335](#).
8. Positions requiring operation of microform equipment, peripheral equipment, mail processing equipment, and reproduction and duplicating equipment when such work is performed as an essentially full-time occupation and not as an adjunct to mail and file work. Positions of this kind are classified in the [Equipment Operating Series, GS-0350](#).

## OCCUPATIONAL INFORMATION

Mail work and file work both include a wide variety of processing operations that may be segregated or combined in many different ways to constitute mail or file positions. Typically, both mail and file work consist principally of manually-performed operations. In many manual systems various mechanical devices are used to facilitate the handling and processing operations. These include such items of desk top equipment as date stampers, automatic envelope opening machines, automatic envelope sealing machines, copying machines, addressing machines, folding (and inserting) machines, and freestanding equipment such as mechanic files, etc.

More recently, automated filing systems have been developed. For example, automated systems records are stored on microfilm or microfiche and located and retrieved by means of automatic searching by a scanning unit that is controlled by a coded punch card. In those systems some new terminology is used and some changes have occurred in the methods applied in filing (or storing) records and in searching for (or retrieving) information from records.

Neither the mechanical devices nor the operations performed in automated systems have affected the basic nature of mail or file work. The use of an automated system involves a rearrangement of, but no change in, basic filing processes. For this reason, this standard, that depicts mail and file work in terms of the processes involved in manual filing systems, is appropriate for the evaluation of positions concerned with automated or mechanical operations.

Some positions in this series may include a responsibility (for short periods of time) for reviewing or monitoring the work of a small group (e.g., two or three) of clerks in positions in the same or lower grades. Such responsibility normally includes sharing work assignments, answering questions, and reviewing or spot-checking work or compliance with instructions.

Responsibility of this kind is less than the minimum levels defined in the [General Schedule Supervisory Guide](#) and in the [General Schedule Leader Grade Evaluation Guide](#). The grade level of positions of this kind must therefore be based on an evaluation of the factors described by this standard.

Some positions in this series include responsibility for observing operational systems and procedures and analyzing their content with a view toward installing new or revised systems or procedures, recommending changes, or recommending full scale systems or procedures analyses-by others. Such responsibility is discussed in Factors 1,4, and 7 for the GS-0305 series and is not at a level or a degree that would require skills and knowledges typical of the [Management and Program Analysis Series GS-0343](#), or [Management Technician Series, GS-0344](#).

### **Mail Work**

Mail work involves the clerical processing operations related to the prompt and systematic flow of material between the originator and the ultimate receiver. Communications are received from or detached to other Government agencies, private concerns, organizations or individuals via the U.S. Postal Service, private postal services, or by telegraph, radiogram or other wire service, or by messenger or carrier service.

Processing operations normally involve aspects of the following:

1. Processing incoming materials: This involves:

- a. Receiving and sorting communications into such categories as mail to be opened, mail to be routed unopened, mail to be recorded or given special handling (e.g., security classified communications, policy mail, mail to be time-stamped, registered mail, mail containing valuables, priority mail, etc.);
- b. Routing mail to organizational segments or individuals;
- c. Maintaining control systems for the accountability of special communications;
- d. Directing the distribution of materials; and
- e. Maintaining such supportive systems as directories, mail count logs, distribution lists, etc.

2. Routing materials is central to the mail distribution function and is one of the most important processes in mail work. Routing is the determination of the organizational segment or segments to that incoming, and copies of incoming and outgoing communications must be sent for action or information. This process normally requires reading the communication to determine its subject-matter.

It ranges in difficulty from routing clearly discernible material to a few distribution points (e.g., 10-25) to routing varying materials of difficult content to a large number (e.g., 150 or more) of organizational units, many of which have closely related functions. In assessing the relative difficulty of routing in any situation, three inter-related elements should be considered:

- a. The diversity and complexity of the material normally processed (for example, highly technical materials containing specialized, scientific, or technical terminology are typically more difficult to review and assign to the proper unit than are items which are clearly identifiable in terms of name, room numbers, subject headings, or file or reference citations);
- b. The clarity of functions in the serviced units. For example, Mail Clerks may have problems in distinguishing among possible mail routings because the individual functions of such organizational unit to which mail is routed are narrow in scope (i.e., very similar in nature) within distinct types (e.g., several discrete types of loans are monitored, at under the relatively narrow heading of "Housing"), or because functions are otherwise similar and closely related; and
- c. The number of distribution points involved. The number of distribution points is illustrative and not restrictive, because the number does *not*, in and of itself, affect grade level, but must be considered in relation to other factors involved in routing.

3. *Processing outgoing materials:* This normally involves:

- a. Segregation of file copies, information copies, and outgoing material;
- b. Verification of enclosures or attachments;
- c. Preparation of control records for accountability of certain security classified documents or registered mail;
- d. Preparation for dispatching;
- e. Determination, in some instances, of the means of transmission for documents; and
- f. Coordination of Dispatch with surface, air telegraphic, etc., time schedules.

Sometimes outgoing communications are also reviewed for such items as adherence to postal and related administrative regulations pertaining to format, addressing methods, and other mechanical features.

Preparation of outgoing materials for dispatch entails a number of tasks such as date stamping, verifying signatures, facing materials, running mail through sealing, metering, or canceling machines, bundling and bagging mail according to U.S. Postal Service regulations, wrapping bulk mail, and preparing labels and envelopes. After outgoing communications are checked, dated, and separated, they are sorted for local and out-of-city delivery. In addition to this initial

sorting, it is necessary to segregate material which requires special handling, such as air mail, special delivery, registered, and foreign mail (except diplomatic pouch mail).

Normally various procedures are prescribed for the control of special communications both incoming and outgoing. These communications include registered, certified, security classified, priority mail, reply mail or other types that agency policy may specify. Control procedures vary from entries in simple logs to the use of complex control forms including use of U.S. Postal Service and other serial numbers. In addition, control procedures frequently involve:

1. Preparing a routine or control form with appropriate routing code for forwarding purposes;
2. Determining the number of copies to be duplicated to meet routing requirements as indicated by guides to the organization, operations, and functions of the organization;
3. Recording time limits (establishing suspense dates), according to organizational policies, for actions to be completed;
4. Maintaining follow-up systems on incoming communications to insure prompt action;
5. Keeping informed as to the location of received and controlled communications;
6. Obtaining receipt signatures for registered, security classified, and other specified communications;
7. Fixing responsibility for violation of administrative, security, postal, and other regulations.

Some Mail Clerk positions may require the operation of light vehicles, motorized mail carts, or other self-propelled vehicles in the delivery and pick up of mail.

### **File Work**

File work includes the processing operations that provide for the establishment, maintenance, control, protection, and disposition of records, for efficient reference service, and for retrieval of information and materials.

While agencies and departments may be specialized systems, most filing classification systems basically are divided into four types:

1. **Subject:** materials are filed alphabetically by major division and specific subject headings.
2. **Alphabetical:** materials are filed by key word in alphabetical order.

3. Decimal: materials are assigned numbers in accordance with a prescribed classification system. The system provides for filing and retrieval according to major numerical families and subfamilies (e.g., 113.211 Energy, Petroleum, extraction techniques, location, facilities, etc.).
4. Alphanumerical: serves essentially the same purpose as the decimal system, but often contains more subdivisions and is thus more difficult to learn.

Cross-indexing may exist in any one or a combination of the above systems.

Subject and alphabetical classification systems are normally considered simple file systems, but if categories are extensively subdivided and cross-indexed, they can be complex. Decimal and alphanumerical classification systems that involve a large volume of material are considered moderately complex and require a higher level of skill on the part of the employees to index, file, and locate materials.

Typically, file work is performed in accordance with one or more of these classification systems according to a plan that also provides for control over furnishing to users records or information contained in the records, safeguarding records from hazards or access by unauthorized persons, and related matters.

**Filing work normally includes:**

1. Determining the proper classification of materials to be filed in accordance with a prescribed classification system;
2. Sorting and arranging records in cabinets or other containers, and within folders, in accordance with file codes or symbols;
3. Locating and withdrawing material or information from records to meet the needs of users;
4. Cross-referencing file material;
5. Consolidating new material with previously filed material (whether referred to specifically or by implication) by searching, or requesting a search of, the files for related material;
6. Removing records for disposition according to established schedules and applicable rules and regulations;
7. Assembling records to insure that material on specific transactions or subjects is kept together;
8. Expanding or subdividing overcrowded files; and

9. Such related duties as maintaining cross-reference or other finding aids, labeling folder or file drawers, preparing file guides and similar materials, separating and eliminating duplicate copies, and using various sorting or other mechanical devices provided to facilitate processing where large volumes of material are involved.

Classifying records is one of the most important operations in file work. This process requires analysis of the subject-matter contained in documents and consistent application of the classification system in determining the primary subject under which the documents are to be filed and any subordinate subject breakdowns that are necessary for cross-reference purposes.

The subject-matter analysis normally requires consideration of such matters as:

1. The purpose or general significance of the record;
2. The most important, definite, and concrete subject mentioned;
3. The most appropriate subtopics for cross-references;
4. The manner in which similar documents are requested by users; and
5. The file codes or symbols under which previous records of a similar nature are filed.

Reference service is the means by which records, information from records, or copies or reproductions of records are made available to users requesting such service in person, by telephone, or in writing. The difficulty of providing adequate reference service is dependent upon:

1. The complexity of the records;
2. The nature of the classification system;
3. The clarity and specificity of requests for reference service;
4. The variety and kind of sources from which such requests for service come; and
5. The various kinds of reference service rendered (e.g., loan service, search room service, consultation by telephone, photocopying or microcopying service, etc.).

Searching is the process by which information or material requested is located within and assembled from various files groups or organizational units, the process by which it is determined that a record concerning a designated subject is or is not in the file, or the process by which papers, documents, or other materials that are not present in their proper places in the files are traced through various file groups or organizational units of the agency or records centers. Searching may be relatively complicated as, for example, when:

1. Records are missing from the files without chargeouts indicating the borrower;



2. Vague requests for records or data from records are received and judgment is necessary in selecting information to be extracted from files or in identifying information or records as the material requested;
3. Information in the files is meager or inconsistent and judgment is required to establish that it does or does not pertain to a specific subject;
4. Inconsistencies exist in the operation of the filing and classification system;
5. Analysis of large quantities of material is required in order to obtain and consolidate the information requested;
6. Searching through various filing and classification systems is necessary, as is searching through voluminous and old files and records; or
7. Previous searchers have been unsuccessful using existing leads.

**Searching and reference service duties both require:**

1. Obtaining from the requester as much information as is possible to identify the record or data;
2. Referring to the classification guides, index, or other finding media to determine the proper location of the materials;
3. Withdrawing material and inserting chargeouts for all material removed from the files; and
4. Following up to assure the return of records within the designated loan period.

The use of indexes, cross-references, or other finding aids is sometimes necessary to locate material in files. These are auxiliary records prepared and maintained to facilitate reference to the primary records. These finding aids are arranged independently of the original file material.

The indexing operation consists of ascertaining the kind of cross-reference selected by the classifier as indicated by symbols (e.g., general, name, or precedent cross-reference; etc.) and determining the information necessary (e.g., brief description of the subject-matter, names, serial numbers, or other distinguishing factors) to provide an effective means of identifying a record. Indexing work may involve responsibility for establishing and maintaining indices to precedent files or to important records such as documents reflecting matters of policy, orders, decisions, and regulations.

The disposition of records or material from records is performed by applying procedures, practices, or precedents promulgated by higher authority for the clearance of records of

permanent, semi-active or noncurrent value from the files. Files personnel generally are responsible for:

1. Segregating materials in the files for transfer to semi-active or inactive records to records centers or intermediate depositories;
2. Periodically checking and studying records and preparing reports to assure compliance with established policies and procedures; and
3. Systematically monitoring the files in order that prompt and orderly disposition of records as they become noncurrent can be accomplished.

Many mail and file positions require the processing, filing, and locating of, and accounting for security classified materials (i.e., materials designated confidential, secret, top secret, etc.). The mere fact that employees have contact with such materials does not, in itself, affect the choice of a level on any factor. Rather, the appropriate level is determined by the same elements that determine the level appropriate for mail and file work of any kind. For example, security regulations and procedures and the responsibility involved in the processing and safeguarding of security classified materials is discussed in the factors below, together with other mail and file duties. Under no circumstances will the mere presence of duties involving security classified materials be the basis for assigning a specific grade.

A number of positions in the mail and file occupations may include incidental performance of such duties as providing messenger service and operating vehicles (battery-powered or automotive).

## TITLES

The title *Mail Clerk* is established for nonsupervisory positions in grades GS-1 through GS-5 in that mail duties are predominant.

The title *File Clerk* is established for nonsupervisory positions in grades GS-1 through GS-5 in that file duties are predominant.

The title *Mail and File Clerk* is established "for nonsupervisory positions in grades GS- 1 through GS-5 that consist of significant duties in both of the above specializations.

The word *Assistant* is substituted for Clerk in any of the above titles for any nonsupervisory positions classified in grades GS-6 and above.

Positions that meet the criteria of the [General Schedule Leader Grade Evaluation Guide](#) for evaluation as leaders should have the titles listed above prefixed by the word *Lead*.

Positions that meet or exceed the criteria of the [General Schedule Supervisory Guide](#) for evaluation as supervisors should have the word *Supervisor* substituted for Clerk or Assistant in the titles listed above.

## GRADING OF POSITIONS

Positions that involve performance of mail and file duties and, in addition (as a regular and recurring part of their assignment) leading three or more employees in the performance of mail and file duties, are evaluated by reference to the [General Schedule Leader Grade Evaluation Guide](#).

Supervisory positions are evaluated by reference to the [General Schedule Supervisory Guide](#).

Positions should be evaluated on a factor-by-factor basis, using one or more of the US. Office of Personnel Management (OPM) Benchmark Descriptions for the Mail and File Series, GS-1 through GS-6, to the extent possible. The fact that a Benchmark Description is not provided for a specialization at a certain grade level does not preclude placing a position in that specialization and grade. Factors in individual positions that cannot be matched to factors in the OPM Benchmark Descriptions are point-rated by use of the factor levels for the Mail and File Series.

## GRADE CONVERSION TABLE

Total points on all evaluation factors are converted to GS grades as follows:

Point Range	Grade
190- 250	1
255- 450	2
455- 650	3
655- 850	4
855-1100	5
1105-1350	6
1355-1600	7

In the event evaluation results in a point-rating in excess of the range provided above, consult the [Introduction to the Position Classification Standards](#).

## FACTOR LEVEL DESCRIPTIONS

These factor level descriptions show the application of the Primary Standard for the Mail and File Series. They describe the levels of the various factors (and give the corresponding point values) typically found in the Mail and File occupation. There may be some positions that do not follow the typical pattern.

### FACTOR I, KNOWLEDGE REQUIRED BY THE POSITION

Factor 1 measures the nature and extent of information or facts that the worker 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 needed to apply those knowledges. To be used as a basis for selecting a level under this factor, a knowledge must be required and applied.

#### Level 1-1 -- 50 points

Mail positions at this level require sufficient familiarity with the organization serviced and with mail operations to sort incoming mail into a few broad categories (e.g., separating mail to be delivered unopened from mail that must be read to determine routing, separating security classified mail from non-security mail, etc.), and to sort for 10 to 25 serviced units that are easily understood (e.g., coded or otherwise readily identifiable); or to sort outgoing mail into clearly indicated categories such as air mail, stop mail, special delivery mail, or similar categories. This level also includes knowledge required to check mail for the presence of indicated enclosures, to date stamp mail, to tie mail into bundles, to perform equivalent tasks, and to operate mail room equipment such as that listed in the Occupational Information section.

File operations at this level require sufficient familiarity with filing procedures to sequence materials for filing; to directly match filing materials; to locate specifically identified files; to prepare charge-out cards; or to perform comparable filing tasks; and knowledge necessary to operate microfilm readers and printers.

#### Level 1-2 -- 200 points

Mail and file positions at this level typically require a basic knowledge of the functions and organizational structures of the units serviced, a basic knowledge of the subject matter content of the materials being processed, and a knowledge of mail and file processing and control procedures.

In mail positions this knowledge of the organization, subject matter content and processing procedures enables the clerk to read, sort, and route materials to 50 to 100 distribution points when the functions of the units serviced are clearly separate in nature (e.g., administration, supply, engineering, etc.), and the subject matter of the materials processed is identifiable by subject headings, organizational or other codes, references, etc., as to functional responsibility.

This level also requires knowledge of procedural instructions and/or postal regulations for the control and processing of various types of mail (e.g., message forms, registered, certified, insured, security classified, priority or reply mail, etc.); or for preparation and dispatch of various kinds of outgoing materials with differing processing procedures; or for the maintenance of directories, locator files and similar supportive materials, obtaining current information and providing information to requesters.

In file positions this knowledge of the functions and organizational structures of the units serviced, and basic knowledge of subject matter being processed enables the clerk to perform filing tasks typical of the systems characterized as "less complex" in the section on Occupational Information, to distinguish among materials that require different processing (such as segregating documents requiring action from those providing information, etc.), to classify materials by subject matter when the relevant factors are easily determined (e.g., standard forms, specific types of correspondence inquiries, requisitions, billing documents, etc.), or to perform searches for materials when they are misfiled, in use in serviced units, or have been passed on to an action officer other than the one to whom charged out, etc., or similar duties.

### **Level 1-3 -- 350 points**

Positions at this level typically require a thorough knowledge of the functions performed within the units serviced (e.g., the various operations performed within an accounting unit, the functions performed within an administrative services unit, etc.), a thorough knowledge of the subject matter content of the materials being processed and a thorough knowledge of correspondence procedures and filing systems characterized as "complex" in the Occupational Information section.

In file positions this knowledge is used to classify and cross-reference materials in decimal and alphanumeric systems that may be extensively cross-referenced, or when the subject matter of the materials is overlapping or difficult to discern. In these instances, proper determinations require study of materials to determine specific categories from among many that may be applicable. This degree of knowledge is also used in searching for materials when the searching involves several possible locations, several possible file categories or file indices, when the information provided is meager, vague, or misleading, or when the existence of possible records is undetermined.

This level also encompasses the degree of knowledge required by positions the duties of which involve a range of mail and file processes that may embrace the practical knowledge of records disposal procedures, mail systems procedures, etc., necessary to recognize problems within the unit and recommend improved procedures and methods to increase efficiency.

In mail positions this knowledge enables the clerk to analyze and route materials to 150 or more discrete organizational units that may have close or overlapping functions when the subject matter of the materials may not be clearly identifiable and may pertain to matters of a substantive nature (e.g., technical, scientific, or similarly specialized fields).

## **FACTOR 2, SUPERVISORY CONTROLS**

"Supervisory Controls" covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the review of completed work. Controls are exercised by the supervisor in the way assignments are made, instructions are given to the employee, priorities and deadlines are set, and objectives and boundaries are defined. Responsibility of the employee depends upon the extent to which the employee is expected to develop the sequence and timing of various aspects of the work, to modify or recommend modification of instructions, and to participate in establishing priorities and defining objectives. The degree of review of completed work depends upon the nature and extent of the review, e. g., close and detailed review of each phase of the assignment; detailed review of the finished assignment; spot-check of finished work for accuracy; or review only for adherence to policy.

### **Level 2-1 -- 25 points**

The supervisor, typically a higher-graded clerk or supervisor in the work area, gives specific and detailed instructions regarding assigned tasks and is readily available to provide additional guidance or assistance. The employee works in accordance with these instructions and refers problems to the supervisor. The supervisor spot checks or carefully reviews work during progress to assure compliance with instructions and to verify accuracy. Completed work may also be reviewed in terms of user satisfaction.

### **Level 2-2 -- 125 points**

The clerk receives instructions from the supervisor on non-recurring assignments and changes in procedures. Most assignments are performed independently according to established procedures and previous experience. The supervisor is consulted when problems arise for which there are no precedents. The work is reviewed for accuracy by spot-checking or selective sampling, and may be reviewed occasionally for compliance with regulations.

### **Level 2-3 -- 275 points**

The clerk receives general guidance from a supervisor who may be concerned with other functions and services in addition to mail and file (e.g., the chief of an administrative services unit, the executive officer or administrative officer of an organization, etc.). The employee independently plans and adjusts mail and file functions to meet the requirements of serviced units. The serviced units are concerned with new, emerging, or innovative programs (e.g., research and development, engineering or scientific laboratories, etc.) that are subject to relatively constant change. The employee must therefore independently recognize the need for and take action to adjust or change mail-processing procedures; to establish new file procedures or systems, and to otherwise adapt or change established procedures. The supervisor is normally consulted only when problems arise for which no guidance or precedents exist. The work is reviewed in terms of the results achieved and the effect on resources and other administrative matters.

## **FACTOR 3, GUIDELINES**

This factor covers the nature of guidelines and the judgment needed to apply them. Guides used in General Schedule Occupations include, for example: desk manuals, established procedures and policies, traditional practices, and reference materials such as dictionaries, style manuals, engineering handbooks, the pharmacopoeia, and the Federal Personnel Manual.

Individual jobs in different occupations vary in the specificity, applicability and availability of the guidelines for performance of assignments. Consequently, the constraints and judgmental demands placed upon employees also vary. For example, the existence of specific instructions, procedures, and policies may limit the opportunity of the employee to make or recommend decisions or actions. However, in the absence of procedures or under broadly stated objectives, employees in some occupations may use considerable judgment in researching literature and developing new methods.

Guidelines should not be confused with the knowledges described under Factor 1, Knowledge Required By The Position. Guidelines either provide reference data or impose certain constraints on the use of knowledges.

### **Level 3-1 -- 25 points**

Guidelines may consist of both standing oral instructions and written guides, the majority of which are readily memorized. The guidelines are complete and specific, permitting little discretion in their application. Employee works strictly according to the guidelines, referring deviations to the supervisor for decision.

### **Level 3-2 -- 125 points**

Guidelines consist of numerous standing oral instructions and written procedural guides that are applicable in differing work situations. Thus, employees must use judgment and initiative in selecting and applying the proper guide (e.g., in the reading and routing of materials to a number of serviced units when the functions of the units are very similar, in classifying and cross-indexing when the subject matter of the materials may be covered by several possible categories, etc.). Judgment is also used in selecting alternative means of locating materials missing from files when search information is inadequate or misleading and several locations are possible.

### **Level 3-3 -- 275 points**

Guidelines consist of standing oral instructions and written guides that may not be applicable (and in some cases may not cover) an extensive range of varying operating situations. Significant judgment is required both to determine which of the guides to apply to specific cases or problems, and to adapt or improvise procedures to accommodate precedent-setting or unique situations. Written guides typically include various mail management or records management handbooks and manuals that are used in setting up initial mail and file services to serve new

organizational requirements or to extensively modify existing services because of major deficiencies or system changes.

## **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.

### **Level 4-1 -- 25 points**

Positions require performance of clear-cut and repetitive tasks such as sorting mail into a few broad categories (e. g., regular, air mail, special handling mail, etc.); routing mail by placing it in clearly identified slots, boxes, or pouches; sequencing and filing uniform materials in a subject matter or alphabetical filing system; performing a range of file tasks in a security classified or security materials storage area; or similar tasks where the actions and steps to be taken are easily discernible.

### **Level 4-2 -- 75 points**

Positions require performance of several related duties involving consideration of choices of appropriate procedures or actions to be taken in a variety of work situations. There is generally variety in the materials processed and in the activity required (e.g., recognizing a variety of types of printed forms and deciding the appropriate filing or routing actions to be taken with each, proper processing and safeguarding of security classified materials, etc.

Work of this type also requires a number of steps or processes involving several different types of mail and recognizing that procedure is appropriate for each type (e.g., registered, insured, certified, security classified, etc.); distinguishing among a large number of distribution points when the functions of some serviced units overlap; classifying to appropriate file categories based on subject-matter content of materials; searching for missing materials and locating requested materials when information varies or conflicts; or similar work.

### **Level 4-3 -- 150 points**

Positions require performance of a number of duties involving the full range of mail and file procedures in a work situation where there is typically a great variety in the materials received, great complexity of subject-matter materials and processing actions (e.g., scientific or technical materials, requirement for multiple actions of an independent or sequential nature, etc.).

Work of this type involves multiple classifications, multiple indexes, multiple cross-referencing, and special searching when such duties are performed in a work context of overlapping classifications categories, diverse and complicated subject-matter content (i.e., legal and technical subject matter in a variety of formats), and recognition of the need for (and taking



action to obtain) improvements in records or mail processing procedures; or work of similar difficulty.

## **FACTOR 5, SCOPE AND EFFECT**

Scope and Effect 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.

In General Schedule occupations, effect measures such things as whether the work output facilitates the work of others, provides timely services of a personal nature, or impacts on the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture, allowing consistent evaluations. Only the effect of properly performed work is to be considered.

### **Level 5-1 -- 25 points**

Positions at this level are concerned with well-established mail and/or file functions. Performance of these functions on a timely basis facilitates the work performed in the serviced units.

### **Level 5-2 -- 75 points**

Positions at this level are concerned with work involving the improvement of methods or procedures affecting the overall efficiency of the mail and file unit; or work that involves determining and selecting appropriate materials to be made available to serviced units for their use. Performance affects the ability of personnel in the serviced units to perform their duties in an accurate manner, or provide services to others.

## **FACTOR 6, PERSONAL CONTACTS**

This factor includes face-to-face contacts and telephone and radio dialogue with persons not in the supervisory chain. (NOTE: Personal contacts with supervisors are covered under Factor 2, Supervisory Controls.) Levels described under this 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).

Above the lowest level, points should be credited under this factor only for contacts that are essential for successful performance of the work and that have a demonstrable impact on the difficulty and responsibility of the work performed.

The relationship of Factors 6 and 7 presumes that the same contacts will be evaluated for both factors. Therefore, use the personal contacts that serve as the basis for the level selected for Factor 7 as the basis for selecting a level for Factor 6.

### **Level 6-1 -- 10 points**

Personal contacts are primarily with employees in the immediate work unit, and also in related mail and file units.

### **Level 6-2 -- 25 points**

Personal contacts are typically with personnel in serviced units and may also include personnel outside the organization (i.e., U.S. Postal Service employees, personnel in administrative units of higher or subordinate levels of the same agency, etc.).

## **FACTOR 7, PURPOSE OF CONTACTS**

In General Schedule occupations, purpose of personal contacts ranges from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, or objectives. The personal contacts that serve as the basis for the level selected for this factor must be the same as the contacts that are the basis for the level selected for Factor 6.

### **Level 7-1 -- 20 points**

The purpose of contacts at this level is to obtain or exchange information regarding performance of functions in the immediate work unit and (as required) to provide information to personnel in serviced units regarding mail and file operations.

**Level 7-2 -- 50 points**

The purpose of contacts is to work with personnel in serviced units in resolving such operating problems as delays in receipt of materials, improperly coded or classified files or materials, and problems of similar difficulty, including inadequacy of existing file categories.

**FACTOR 8, PHYSICAL DEMANDS**

The "Physical Demands" factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities (e.g., specific agility and dexterity requirements) and the physical exertion involved in the work (e.g., climbing, lifting, pushing, balancing, stooping, kneeling, crouching, crawling, or reaching). To some extent the frequency or intensity of physical exertion must also be considered, e.g., a job requiring prolonged standing involves more physical exertion than a job requiring intermittent standing.

**Level 8-1 -- 5 points**

The work is primarily performed while sitting. Duties require occasional periods of standing, walking, bending, or carrying of light objects such as letter trays, file folders, etc.

**Level 8-2 -- 20 points**

The work requires long periods of standing, walking, bending, etc.; or requires recurring lifting and carrying of packages, pouches, or bags of moderate weight (under 50 pounds) and occasional lifting and carrying of heavier materials.

**Level 8-3 -- 50 points**

The work requires regular and recurring lifting and carrying of objects of heavy weight (over 50 pounds) and occasional lifting and carrying of heavier materials.

**FACTOR 9, WORK ENVIRONMENT**

The "Work Environment" factor considers the risks and discomforts in the employee's physical surroundings or the nature of the work assigned and the safety regulations required. Although the use of safety precautions can practically eliminate a certain danger or discomfort, such situations typically place additional demands upon the employee in carrying out safety regulations and techniques.

**Level 9-1 -- 5 points**

The work is performed in an office setting that is adequately lighted, heated, and ventilated.

**Level 9-2 -- 20 points**

The work is performed on loading docks or other areas exposed to the weather, or in areas subject to high noise levels and vibration, and may require the use of protective clothing. This level also encompasses working around moving equipment.

**MAIL AND FILE CLERK, GS-0305-01, BMK # 1****Duties**

Assists in unit operations by performing a few mail and file and related clerical duties.

- Receives and sorts incoming mail by office identification symbol. Refers undesignated materials to a senior clerk.
- Checks outgoing mail for proper address and sorts by destination and dispatches mail.
- Sorts and arranges materials (correspondence, reports, forms, regulations, etc.) for filing and files those materials that can be readily filed in alphabetical, numerical, or chronological order.
- Checks and verifies directory listings by comparison with original source, and annotates differences.
- Performs other clerical and manual duties related to receipt and delivery of mail.

**Factor 1, Knowledge Required by the Position -- Level 1-1--50 points**

- Familiarity with sorting procedures to sort mail (by matching codes and numbers) to a few easily determined points and familiarity with a few related procedures of equivalent difficulty. (50 points)
- Familiarity with filing procedures to perform alphabetical, numerical, or chronological filing. (50 points)

**Factor 2, Supervisory Controls -- Level 2-1 -- 25 points**

Complete and detailed instructions are provided with the assigned work. The supervisor is available for guidance and assistance while the tasks are being performed. Work is checked during progress.

**Factor 3, Guidelines - Level 3-1 -- 25 points**

Both the oral and written guidelines are specific and complete, and most of them may be readily memorized. Employee works in strict conformance to the guides, referring deviations to the supervisor. Written guides include portions of agency manual and postal regulations.

**Factor 4, Complexity - Level 4-1 -- 25 points**

Work procedures are repetitive. Materials are filed by alphabet, number, or date. Mail duties involve sorting incoming mail to a few office identification symbols and sorting outgoing mail by destination.

**Factor 5, Scope and Effect - Level 5-1 -- 25 points**

The purpose of the work is to assist in providing a prompt mail and file service. The work affects the general efficiency of the mail and file unit in the provision of the timely services to others.

**Factor 6, Personal Contacts - Level 6-1 -- 10 points**

Contacts are with personnel in the immediate work area and in related and serviced units.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Work requires exchange of information related to the processing of material.

**Factor 8, Physical Demands - Level 8-2 -- 20 points**

Work requires long periods of walking and standing, and employee must lift and carry moderately heavy boxes and bags.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in an office type mail and file area.

**TOTAL POINTS-205**

**FILE CLERK, GS-0305-02, BMK # 1**

Duties

Employee works in a file unit and is responsible for arranging completed case files and preparing them for file.

- Receives case files that have been assigned a file classification category, arranges them in alphabetical order, and places them in files under established subject file headings. Prepares cross-references as necessary to relate case files to materials previously received, to materials stored in other areas, to indicate receipt of new or related materials, etc.
- Assists specialists from serviced units and other qualified users of the filing system in locating and obtaining required files.
- Prepares charge-out cards for cases removed from the filed.
- Receives standard forms and sequences these by region and alphabetically within region preparatory to filing.
- Identifies and attaches materials that have been separated from or belong to case files and places them in proper location within files.

**Factor 1, Knowledge Required by the Position -- Level 1-1 -- 50 points**

Familiarity with the filing procedures of a system that involves both chronological and alphabetical subheadings) within a primary subject heading.

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Work is performed independently. Supervisor approves any deviations from established procedures and spot-checks work for compliance with guidelines.

**Factor 3, Guidelines - Level 3-1 -- 25 points**

Guides are primarily oral instructions related to normal procedures. Work samples and appropriate sections of the file procedures manual are also available. The majority of instructions are readily memorized and any deviations from the instructions must be referred to the supervisor for decision.

**Factor 4, Complexity - Level 4-1 -- 25 points**

Work involves sorting and filing of materials that have been previously classified by others, and that are to be filed by alphabet and date order.

**Factor 5, Scope and Effect -- Level 5-1 -- 25 points**

The purpose of the work is to facilitate the work of others.

**Factor 6, Personal Contacts -- Level 6-1 -- 10 points**

Contacts are with employees in the immediate unit and with specialists from serviced units.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are for the exchange of information related to the daily work.

**Factor 8, Physical Demands - Level 8-1 -- 5 points**

Duties are performed while sitting or standing. Occasional longer periods of walking, bending, etc., are required in searching for files.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in an office type mail and file area.

**TOTAL POINTS-290**

**MAIL CLERK, GS-0305-02, BMK # 2**

Duties

Collects, sorts and delivers mail, documents, papers and other materials on an established route and time schedule to mail points within the office. Assists in the processing of outgoing mail and in compiling mail information and data.

- Sorts incoming mail into that which is to be opened and that which is to be delivered unopened.
- Sorts mail to be delivered according to designated stops on a predetermined route.
- Delivers material by mail point number, organization unit or subunit, and individual's name.
- Picks up material at mail point stops and sorts it for route delivery.
- Processes outgoing mail by stuffing and sealing envelopes. Sorts mail by well-defined categories such as air mail, stop mail, special delivery, etc.
- Logs data regarding outgoing mail for work count data and work measurement data.
- Assists supervisor in maintaining special mail counts, cost, and other data required for special reports.

**Factor 1, Knowledge Required by the Position - Level 1-1 -- 50 points**

- Knowledge of organization mail sorting, collection and delivery procedures. (50 points)
- Knowledge of outgoing mail procedures to sort and process normal categories of mail. (50 points)
- Knowledge of the physical location and mail point numbers of subunits of the organization. (50 points)
- Skill in operation of such mail room equipment as envelope opening and sealing machines, date stampers, binders, etc. (50 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Work is performed independently in accordance with established procedures and is spot-checked for compliance by the supervisor. Specific instructions are given for new or non-routine tasks.

**Factor 3, Guidelines - Level 3-1 -- 25 points**

Guidelines are both written and oral, and provide specific instructions and procedures to be followed. When existing guides or instructions do not apply, the problem is referred to the supervisor for resolution.

**Factor 4, Complexity - Level 4-1 -- 25 points**

Mail processing tasks are few. Sorting and routing procedures involve few categories, and actions to be taken are easily discerned. It is not necessary to read material to determine routing.

**Factor 5, Scope and Effect - Level 5-1 -- 25 points**

The purpose of the work is to provide efficient mail service to operating units. The promptness and accuracy of the work affects the general efficiency of the units serviced.

**Factor 6, Personal Contacts - Level 6-2 -- 25 points**

Contacts are with unit coworkers, personnel throughout the units of the organization, and U.S. Postal Service employees.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are to exchange information concerning the processing, delivering, or dispatch of mail.



**Factor 8, Physical Demands - Level 8-2 -- 20 points**

Position requires the lifting and carrying of moderately heavy packages, mail bags, and pouches. Occasional lifting of heavier (over 50 pounds) material is required.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in an office building.

**TOTAL POINTS-320**

**FILE CLERK, GS-0305-03, BMK #1**

Duties

Works in a file organization that provides services to an office concerned with processing claims.

- Receives all types of incoming mail, segregates and arranges in proper working order associating materials by case number with proper file folder, and assigning proper designation to assure priority of processing.
- Locates appropriate folders in files, identifies both folder and file with name and file number; records charge-out date, destination, and initials charge card; and dispatches folder to the proper operating element.
- Recharges folder file when moved from one operating element to another for control purposes; maintains suspense file of actions to be taken by operating elements at future dates; and initiates search for folders not in file, using charge aids and knowledge of work flow in operating elements.
- Performs a variety of related duties such as sequence checks, pulling files designated for retirement or transfer, assuring protection of contents of files, expanding or contracting file storage as necessary, and participating in records inventories and record reconciliations.

**Factor 1, Knowledge Required by the Position - Level 1-2 -- 200 points**

- Knowledge of functions and workflow within and among operating elements (200 points)
- Knowledge of terminal digit (numerical) system and filing procedures. (200 points)
- Knowledge of subject matter and processing procedures for standardized material. (200 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Assigned work is performed independently following established procedures. Supervisor is available to resolve unusual problems. Work is reviewed for accuracy and promptness by systematic spot-checks.

**Factor 3, Guidelines - Level 3-1 -- 25 points**

Procedures are well established. Written and oral guides provide specific instructions for processing material. A substantial portion of these instructions may be memorized and there is little interpretation necessary. When instructions do not apply, problems are referred to the supervisor.

**Factor 4, Complexity - Level 4-2 -- 75 points**

Performs a variety of related duties including searching, filling requests for files, association of materials, establishing priorities, etc., that require consideration of the differences among cases processed by operating units.

**Factor 5, Scope and Effect - Level 5-1 -- 25 points**

The purpose of the work is to provide prompt service in the daily flow of materials to and from operating units. The work affects the general efficiency of the serviced units.

**Factor 6, Personal Contacts - Level 6-2 -- 25 points**

There are recurring contacts with personnel in various operating units of the organization.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are for the purpose of obtaining and exchanging factual information regarding cases being processed.

**Factor 8, Physical Demands - Level 8-2 -- 20 points**

Work requires a great deal of standing, walking, stooping, reaching and pulling typically involved in filing activities.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in an office setting.

**TOTAL POINTS-520**

## **FILE CLERK, GS-0305-03, BMK #2**

### Duties

Employee works in a document control unit where incoming and outgoing mail and telegrams are processed, and performs the following duties related to the maintenance of a control and reference file for incoming legal and technical correspondence:

- Records incoming correspondence on central alphabetical control record; obtains classification code from prepared list and posts it to control record together with name of responsible office.
- Prepares a brief, concise and complete statement of the subject matter of the correspondence and posts it to cross-reference card for card record files (prior to filing materials in an extensively cross-referenced alphabetical subject-matter file).
- Receives requests from professional, technical, and administrative personnel in all levels of operating elements, searches files, locates materials, and furnishes them to the requester.

### **Factor 1, Knowledge Required by the Position -- Level 1-2 -- 200 points**

- Knowledge of a large central alphabetic subject matter index file system and related cross-reference procedures to file, maintain, and search for materials. (200 points)
- Knowledge of subject matter, legal and technical terminology to prepare synopses and provide information. (200 points)

### **Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Performs assigned duties independently, referring unusual problems to immediate supervisor who is available to provide assistance. Work is spot-checked for compliance with guidelines.

### **Factor 3, Guidelines - Level 3-2 -- 125 points**

Standing oral instructions are provided on day-to-day operations of the unit. Written guides are available, but employee must use judgment when writing synopses and searching files because specific categories of correspondence may not be covered by printed guidance or may be covered by several established alternatives.

**Factor 4, Complexity - Level 4-2 -- 75 points**

Duties involve several sequentially related steps and processes in the maintenance of files. Searching duties require consideration of filing systems, classifications, cross-referencing and indexing procedures in order to locate materials based on meager or incomplete information.

**Factor 5, Scope and Effect - Level 5-1 -- 25 points**

Performs filing and searching duties that affect the efficiency of the daily operations of the serviced elements.

**Factor 6, Personal Contacts - Level 6-2 -- 25 points**

Contacts include telephone requests from professional, technical, and administrative personnel and other agency officials in various operating elements.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

The purpose of contacts is to provide or obtain information related to the central index file.

**Factor 8, Physical Demands - Level 8-1 -- 5 points**

The work is mostly sedentary. There are short periods of standing.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in an office environment.

**TOTAL POINTS-605**

**FILE CLERK, GS-0305-03, BMK #3**

Duties

Performs filing and clerical duties associated with the retention, maintenance, disposition, and control of records in both a 13-digit numeric and an alphabetic file system used throughout a large Federal agency.

- Receives requests for documents to be withdrawn from files, refers to classification guides, index registers, index cards, or other finding media to locate appropriate document locator number or other identification in order to obtain documents from files (or to abstract requested information), inserts charge-card for all materials withdrawn, refiles returned materials, and withdraws charge-cards.

- Routes requests requiring special search (e.g., other work areas with the organization) to appropriate operating elements. Where necessary, returns incomplete requests for additional information required to identify material requested.
- Consolidates, attaches, and cross-references new material with previously filed material, utilizing searching, withdrawing, filing, or refiling procedures.

**Factor 1, Knowledge Required by the Position - Level 1-2 -- 200 points**

- Knowledge of the numerical and the alphabetical filing systems used throughout the agency, and knowledge of the functions and organizational structures of the units serviced. (200 points)
- Knowledge of subject files, cross-reference files, classification guides, and indexes maintained within the immediate unit and procedures related to their use. (200 points)
- Skill to identify the proper sequential location of material to be filed, withdrawn, or refiled. (50 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Supervisor assigns work, advises of procedural changes, and is available for assistance when required. Normal work is performed independently following prescribed procedures. Work is reviewed in terms of accuracy, adequacy, and timeliness of service provided.

**Factor 3, Guidelines - Level 3-2 -- 125 points**

A number of procedural guides and instructions pertain to the work. Requesters may provide inadequate information, however, and a large number of locations are possible, so that employee must select most appropriate guide or search procedure in locating materials sought.

**Factor 4, Complexity - Level 4-2 -- 75 points**

The work involves filing and clerical duties associated with a wide variety of documents under both a 13-digit numeric or an alphabetic filing system. Searching assignments occasionally involve such characteristics as incorrect, indefinite, or incomplete information, requiring reference to guides, indexes, or other finding media to locate materials requested.

**Factor 5, Scope and Effect - Level 5-1 -- 25 points**

Purpose of the work is to maintain working documents and provide an efficient reference service. Timely and proper disposition of records affects the work of offices awaiting the records.

**Factor 6, Personal Contacts - Level 6-2 -- 25 points**

Contacts are with coworkers of the unit and with employees throughout the agency requesting materials.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are for the purpose of obtaining and supplying information in relation to filling requests or filing of materials.

**Factor 8, Physical Demands - Level 8-2 -- 20 points**

Work requires prolonged standing, walking, bending, etc., to perform required filing and searching duties.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in an office setting.

**TOTAL POINTS-620**

**MAIL CLERK, GS-0305-03, BMK #3**

Duties

Employee works in a receipt and control unit, extracting mail, removing contents from envelopes, sorting into 20 or more categories, safeguarding any enclosed cash or checks, and closely examining envelopes for any undetected contents.

- Removes incoming documents from envelopes and performs an initial sort by type of form (more than 35 types), screens and separates material into categories previously determined as special action cases.
- Performs secondary sort of documents into finer (up to 20) categories, such as with-remit, non-remit, correspondence, notices, schedules, expedite, unidentified, etc.
- Examines associated remittances for proper payee, endorsement, etc., and assembles materials for expeditious processing according to format appropriate for particular forms.
- Identifies types of receipts (i.e., administrative, misdirected, State, certified, undeliverable, etc.), determines correct routing, and forwards to appropriate station.
- Assists temporary employees during peak seasons, and performs such miscellaneous clerical duties as recording work volume, pick-up and forwarding of completed work, etc.

**Factor 1, Knowledge Required by the Position -- Level 1-2 -- 200 points**

- Knowledge of contents of several different types of forms and materials in order to recognize and sort. (20 points)
- Knowledge of mail processing procedures applicable to 35 to 40 different types of materials normally processed. (200 points)
- Knowledge of the organization structure and functions of several serviced units. (50 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Works under general supervision of unit supervisor. A senior clerk is available to assist on unusual problems. Completed work is reviewed by statistical sampling for compliance with instructions.

**Factor 3, Guidelines - Level 3-1 -- 25 points**

Oral instructions and instructional handbooks provide specific guidance. The guides give detailed coverage and can be applied to nearly all situations.

**Factor 4, Complexity - Level 4-2 -- 75 points**

The work involves processing a large volume and variety of forms. Processing procedures differ according to type of form and require consideration of several apparent factors such as type of form, nature of correspondence category, identity of responsible office, etc. Materials are sensitive (personal) in nature and so require care in processing.

**Factor 5, Scope and Effect -- Level 5-1 -- 25 points**

Prompt and efficient assembly of incoming forms is necessary in order to enable operating units to provide expeditious handling. Work affects the timeliness of further processing.

**Factor 6, Personal Contacts - Level 6-1 -- 10 points**

Contacts are with coworkers of the unit and with employees of closely related mail processing units.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are for the exchange of factual information related to the daily work.

**Factor 8, Physical Demands - Level 8-1 -- 5 points**

The work is performed primarily while sitting, with very occasional periods of standing and walking or carrying of relatively light materials.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Unit is located in a large, office type area.

**TOTAL POINTS-490**

**MAIL CLERK, GS-0305-03, BMK #4**

## Duties

The purpose of this position is to receive, record, and process incoming registered, insured, and certified mail; classified interoffice mail; and outgoing unclassified material being dispatched as registered, insured, or certified mail.

- Sorts incoming mail to approximately 40 distribution points by organizational designation, room number, name, etc.
- Opens and reads mail that is undesignated, and determines proper routing by subject matter.
- Records and controls incoming and outgoing registered, insured, and certified mail, completes associated forms for return to post office.
- Delivers incoming mail throughout the organization. Picks up outgoing materials and pouches, labels, or wraps materials. Sorts by destination, special handling, air mail, etc.
- Screens outgoing materials to assure that they are in proper format and assembled and addressed in accordance with appropriate regulations, returns or contacts originator or appropriate receiving office to resolve errors or discrepancies.
- Dispatches outgoing mail to approximately 160 receiving offices, preparing prescribed forms and control sheets, and pouching or wrapping materials as necessary.
- Performs other related clerical duties such as storing and distributing internal management documents, maintaining required stocks of forms and supplies, maintaining counts of materials dispatched and received, obtaining receipt signatures, operating mail room equipment, etc.



**Factor 1, Knowledge Required by the Position - Level 1-2 -- 200 points**

- Knowledge of the structure, missions and functions of the organization to process incoming, outgoing, and intraoffice special category mail of a technical nature for a large organization. (200 points)
- Knowledge of substantive work of organizational units and of required formats for materials to discern discrepancies or errors and make necessary alterations or return to originator for corrections. (200 points)
- Knowledge of postal regulations and organizational administrative regulations applicable to processing of all types of mail. (200 points)
- Knowledge to operate mail room equipment. (50 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Work is performed under the general supervision of the Chief Clerk who provides instructions concerning any substantial changes or deviations from established procedures. Work is spot-checked for accuracy and timeliness.

**Factor 3, Guidelines - Level 3-1 -- 25 points**

Guidelines are numerous, but clear-cut and specific and work is performed according to those guides and in accordance with oral instructions from supervisor, who also approves any deviations.

**Factor 4, Complexity - Level 4-2 -- 75 points**

The work involves a variety of discrete types of mail and mail processing duties. Some routing requires consideration of subject-matter content. Both security classified and unclassified materials are processed.

**Factor 5, Scope and Effect - Level 5-1 -- 25 points**

The work provides an expeditious flow of mail throughout the organization and to other agencies. Effective routing of materials promotes timely processing within serviced organization.

**Factor 6, Personal Contacts - Level 6-2 -- 25 points**

Contacts are with a variety of workers throughout the organization in the course of delivering and processing mail.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are to provide or obtain factual information related to efficient processing of organizational mail.

**Factor 8, Physical Demands - Level 8-2 -- 20 points**

Position requires substantial walking and standing as well as lifting moderately heavy pouches and packages, as well as pushing mail carts.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

The work is performed mostly within an office building.

**TOTAL POINTS-520**

**FILE CLERK, GS-0305-04-BMK# 1**

Duties

Conducts extensive searches for records when initial searches have been unproductive.

- Determines which documents may exist based on whatever information the requester has supplied and on the history of the agency's recordkeeping procedures for the time period involved.
- Searches for materials when process is complicated by questions arising from need for precedent type documents based on outdated legislation or regulations, and from their having been removed to storage areas, to individually maintained historical files, or to the National Archives.
- When all efforts to locate within central files are unsuccessful, searches through appropriate headquarters offices files, contacts subject-matter specialists in order to determine whereabouts of required file materials.
- Reads incoming correspondence and notes all references to previous correspondence. Searches and obtains from files previous correspondence or related subject matter and forwards the assembled material to the proper official for action.
- Checks and assembles records of central file room prior to their transfer to the records holding area.
- Performs other related duties such as maintaining up-to-date master file of all administrative circulars, notices and publications and providing complete sets to field offices upon request.

**Factor 1, Knowledge Required by the Position - Level 1-3 -- 350 points**

- Thorough knowledge of the contents, arrangement, and filing procedures relating to subject matter, historical, and numerical filing systems, including the types and purposes of documents kept by the agency presently and in the past. (350 points)
- Knowledge of information provided by the agency in response to requests from outside sources and the relation of this information to documents retained by the agency. (350 points)
- Knowledge of functions and procedures of several offices of the agency in order to locate required materials in any of several possible locations. (200 points)
- Knowledge of records management procedures and manuals to edit central files and prepare them for transfer to records holding area. (200 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Supervisor assigns work in terms of priority and is available for assistance with unusually difficult searches. Employee performs most searches independently. Work is reviewed through spot-checks for accuracy of determinations and quality of resources provided.

**Factor 3, Guidelines -- Level 3-2 - 125 points**

Written guides include a mechanized file system manual, portions of the administrative manual relating to procedures, and informal searching aids. Oral technical guidance on past practices is also provided where no precedents exist. Employee uses initiative and judgment in selecting from among a variety of references and procedures the ones most appropriate to specific search situations.

**Factor 4, Complexity - Level 4-2 -- 75 points**

Several types of search requests are handled. A specific search requires determining which of several types of records may exist and their locations within the files. Information supplied with the requests is often meager and there are often a number of different types of records to locate.

**Factor 5, Scope and Effect - Level 5-1 -- 25 points**

Function of the position is to provide information in response to requests. The timely and accurate provision of information facilitates the work of the offices to which services is provided.

**Factor 6, Personal Contacts -- Level 6-1 -- 10 points**

Contacts are with coworkers of immediate and related units and with subject matter specialists within the agency.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

The purpose of contacts is to advise on search problems, obtain information helpful in difficult search areas, and to exchange information about files, records, indexes, etc.

**Factor 8, Physical Demands - Level 8-2 -- 20 points**

The work involves considerable walking, standing, bending, etc., in searching various file containers. There is occasional lifting and carrying of such items as record boxes and bulky files.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in a large open file room.

**TOTAL POINTS-755**

**MAIL CLERK, GS-0305-04, BMK #2**

Duties

Employee works in a central files organization where mail is received, sorted, classified, and routed to personnel throughout the agency.

- Receives, reads, classifies and routes correspondence, reports, and other miscellaneous materials to 200 action offices in the agency.
- Reads and classifies materials, determining which office (or offices) has cognizance over the subject matter, and whether or not the subject is covered by established policy or decision or whether it must be routed to the office responsible for establishing precedent policy or rendering appropriate decision. Subject matter of the materials is varied and complex in that they may relate to any one or combination of subheadings within the general subjects of personnel, supply and material, and disbursing.
- Performs various related clerical duties such as sorting bulk mail from post office, and performs such additional mail handling tasks as rerouting misdirected mail, date stamping, counting mail, screening for priority items, preparing routing and control forms, etc.

**Factor 1, Knowledge Required by the Position - Level 1-3 -- 350 points**

- Thorough knowledge of the various functions performed within a large number of serviced units in order to determine the subject matter of diverse types of correspondence and forms and correctly route to the appropriate unit. (350 points)
- Knowledge of the organizational structure of the serviced units to classify, to identify policy issues, and route materials to approximately 200 points. (350 points)
- Knowledge to perform related mail-handling and clerical duties. (50 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Work is performed under the general guidance of the unit supervisor who is available to assist with unusually difficult routing determinations or other problems. Work is reviewed for accuracy and adherence to procedures by spot-check.

**Factor 3, Guidelines - Level 3-2 -- 125 points**

Written guides include office code lists, organization and telephone directories, and handbooks. Judgment is required in determining which of several established alternatives to use in cases involving simultaneous or multi-routing.

**Factor 4, Complexity - Level 4-2 -- 75 points**

Duties require sorting and routing to approximately 200 points. Materials vary in form and content and require consideration of several factors to properly process. Some materials are sensitive (personal) in nature (as personnel and security matters) and require special handling.

**Factor 5, Scope and Effect - Level 5-1 -- 25 points**

Purpose of the work is to route all forms of material as accurately and promptly as is possible. Proper routing of materials promotes effective operating procedures within the organization.

**Factor 6, Personal Contacts - Level 6-1 -- 10 points**

Contacts are with personnel within the mail organization.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are for the purpose of providing or obtaining information related to the mail handling procedures.

**Factor 8, Physical Demands - Level 8-1 -- 5 points**

Reading and analyzing is performed while sitting. Occasional lifting and standing are required in pre-sorting and racking mail.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in a large area within an office-type setting.

**TOTAL POINTS-740**

**MAIL CLERK, GS-0305-04, BMK #3****Duties**

Sorts all incoming and outgoing mail, routing incoming mail by general subject matter to approximately 150 delivery points within an organization concerned with the administration of a number of distinct professional, technical, scientific, and administrative programs.

- Sorts mail for distribution when such mail is addressed in a variety of ways requiring association of names, room numbers, and organizational abbreviations; association of incomplete designations with established breakdowns; and identifying and routing mail when it requires knowledge of the basic organization and the functions of several operating subelements.
- Routes mail by general subject matter to approximately 150 delivery points and by specialized subject matter to 70-80 points with closely related functions.
- Reads and routes a large amount of general mail from private citizens and organizations requesting information on a wide range of information from the various serviced organizations. Uses knowledge of technical and scientific terminology in routing because of the closely related functions of such operating organizations.
- Performs such related duties as facing, sacking, bundling, and wrapping of outgoing materials; processing registered, certified, and insured materials (both incoming and outgoing); and maintaining an up-to-date directory by name, room and telephone number, organization, and forwarding address for use in work assignment.

**Factor 1, Knowledge Required by the Position - Level 1-3 -- 350 points**

- Knowledge of the functions of a number of closely related technical, professional, scientific and administrative organizations to route mail of various types and a general nature. (350 points)

- Knowledge of technical, scientific, and specialized terminology associated with activities of several organizations in order to route specialized subject-matter materials to appropriate operating sub elements. (350 points)
- Knowledge to process all types of incoming and outgoing mail in accordance with procedures. (200 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Works independently on normal mail flow, using established operating procedures. Refers only unusual or unprecedented problems to the supervisor. Work is reviewed by spot-check, but primarily on the basis of reports from the operating organizations serviced.

**Factor 3, Guidelines - Level 3-2 -- 125 points**

A number of specific guidelines exist, but employee must exercise judgment in selecting the most appropriate ones and in determining their application in the routing of mail to organizations with similar functions.

**Factor 4, Complexity - Level 4-2 -- 75 points**

Sorting and routing duties require examination of the content of a variety of materials to determine the proper routing or other action to be taken.

**Factor 5, Scope and Effect - Level 5-1 -- 25 points**

The purpose of the work is to provide timely and accurate mail service to facilitate the work of the various operating organizations.

**Factor 6, Personal Contacts - Level 6-2 -- 25 points**

Contacts are with coworkers as well as with employees throughout the serviced organizations.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Purpose of the contacts is to obtain and exchange information necessary to the efficient provision of mail services.

**Factor 8, Physical Demands - Level 8-2 -- 20 points**

Long periods of standing and walking while sorting mail. Recurring lifting and carrying of moderately heavy materials (up to 45 pounds) while packaging and dispatching. Occasional lifting of heavier materials.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in an office type mail room.

**TOTAL POINTS-770**

**MAIL AND FILE CLERK, GS-0305-04, BMK# 4**

Duties

Work is performed in the central mail unit of an organization and is concerned with both files maintenance and incoming and outgoing mail processing.

- Reviews incoming miscellaneous materials including mail, publications, directives, etc., performs presort into action and information categories; reads action material and routes non-control items to appropriate unit or units by technical subject-matter content, determines if control is needed and prepares control and routing sheet for correspondence requiring reply or action. Determines full routing, number of copies required, and assigns due date in consideration of amount of time allowed by originator for reply. Maintains suspense date for replies and follows up on over-due correspondence. Routes non-controlled materials to unit or units by address, office symbol, organization numeric code, or by subject-matter content.
- Assigns technical subject-matter numeric file classification to incoming correspondence. From within a multiple category, multiple index file system, locates and attaches appropriate cross-reference or precedent material prior to routing to appropriate organization.
- Conducts extensive searches for records when initial searches have been unproductive. Determines which documents may exist based on whatever information requester has supplied and on the history of the organization's recordkeeping procedures for the time period involved; and determines which of several indexes are to be searched, considering such factors as possible errors in varied filing procedures, variations in names and file codes, etc.
- Performs related mail and file functions such as processing outgoing materials, determining applicable retention and disposal authorities, screening and preparing files for retention and disposal on an annual basis, etc.



**Factor 1, Knowledge Required by the Position - Level 1-3 -- 350 points**

- Knowledge of functions performed within serviced units to analyze materials by subject-matter content, together with a thorough knowledge of agency correspondence procedures to enable employee to assign file classification to correspondence, assign suspense dates, monitor suspense dates, and route materials requiring action. (350 points)
- Knowledge of substantive work of the serviced units in the agency to perform extensive searches when initial searches have been unproductive, when searches are conducted in a context of historical records, decisions on which of several indexes are to be searched, possible errors in varied filing systems, etc. (350 points)
- Practical knowledge of agency records policies to identify, screen and prepare files for retention and disposition. (350 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Performs duties independently, using initiative in solving normal day-to-day problems. Supervisor provides guidance for unusual problems and on policy or procedural changes. Supervisor occasionally spot-checks work for accuracy of determinations.

**Factor 3, Guidelines - Level 3-2 -- 125 points**

There are several written procedural guides and these, together with standing oral instructions cover most situations. Employee must use judgment in selecting and applying the proper guidance or in selecting an alternative when determining appropriate subject-matter classification of materials or in performing files searches.

**Factor 4, Complexity - Level 4-2 -- 75 points**

Complexity is present in the requirement for performance of a full range of both mail and file procedures, with the additional factor of performance of most difficult search procedures, in that file system is multiple category, multiple index in nature and search information is meager, incomplete, or misleading.

**Factor 5, Scope and Effect - Level 5-2 -- 75 points**

Provides information to operating elements of the organization by routing of all materials received and by prompt processing of outgoing materials. Service provided affects the reliability and accuracy of the organizational mission in providing service to others.

**Factor 6, Personal Contacts - Level 6-2 -- 25 points**

Contacts are with supervisors and employees at all organizational levels within the organization.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are for the purposes of furnishing factual information concerning unit operations or procedures; securing or furnishing information on the current location and status of controlled correspondence; and following up on and expediting completion of action on controlled correspondence.

**Factor 8, Physical Demands - Level 8-1 -- 5 points**

Work is sedentary in nature, but does require some walking, bending, or stooping to search for materials in files.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in an office setting.

**TOTAL POINTS - 805**

**FILE CLERK, GS-0305-05, BMK #1****Duties**

Position is located in the headquarters files and communications element of a regulatory and law enforcement agency with 50 or more field offices. Employee receives a variety of correspondence and reports from field offices and others. Exercises a knowledge of the organization, functions and methodology of the agency in reading, classifying, and marking materials for indexing and cross-referencing.

- Studies contents of incoming reports and correspondence that concern complex legal and specialized matters. Materials vary in format and thus require determinations regarding adjustments to agency filing systems.
- Examines materials to identify primary subject matter and assigns proper classification from among numerous overlapping possibilities. Determines file number to be assigned.
- Selects relevant items from materials for cross-referencing and indexing in accordance with the functions of the agency.
- Screens for and separates materials related to special projects and programs.

- Utilizes any one of over 150 overlapping and constantly changing classifications, using caution to assure that related information is not filed in more than one of several interchangeable files.
- As required, conducts search for reference materials or research to find information related to specific programs or definite violations, considering all possible avenues of approach or reasons why desired information may not yet be in files.
- Periodically reviews filed material in the light of ongoing programs or special projects and determines if such material should be consolidated, have new classifications, be retired, etc.

**Factor 1, Knowledge Required by the Position - Level 1-3 -- 350 points**

- Thorough and detailed knowledge of a complex and extensive file classification system, related files, and corresponding practices and procedures. (350 points)
- Knowledge of legal and specialized subject matter to classify, cross-reference, and index materials- (350 points)
- Working knowledge of a legal and highly specialized vocabulary to recognize need for use of cross-referencing and multiple classifications. (350 points)
- Knowledge of the organization, functions, and procedures of the agency and its field offices to recognize precedent materials and relate them to new materials and to special programs and projects. (350 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Proceeds independently on assigned work under general direction of supervisor who provides instructions for new, difficult, or unusual materials received. Work performance is spot-checked for accuracy of determinations.

**Factor 3, Guidelines - Level 3-3 -- 275 points**

Guidelines of a general nature are available (i.e., agency handbooks file classification manuals, and extensive portions of agency filing procedure manuals), but because of frequent changes in classification and overlapping classifications, the guides are often inapplicable to specific situations or have gaps in specificity. Employee must therefore use judgment in interpreting or adapting existing guides to new situations, study results of actions and take corrective action where needed.

**Factor 4, Complexity - Level 4-3 -- 150 points**

Work involves classifying, cross-referencing, and indexing of difficult legal and technically specialized subject matter in a variety of formats. Classification categories overlap and are subject to change and proper processing requires analysis of several varying factors related to the subject matter (i.e., category of case, type of product involved, recent changes in laws and rules, etc.).

**Factor 5, Scope and Effect - Level 5-2 -- 75 points**

Employee takes initial steps in the processing of active cases and in the maintenance of sources of related information within the agency. The accuracy of classification determinations affects the reliability of information provided to field offices and outside agencies.

**Factor 6, Personal Contacts - Level 6-1 -- 10 points**

Daily contacts are with workers within the various file units.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are for the purpose of exchanging information relevant to the processing of or searching for file materials.

**Factor 8, Physical Demands - Level 8-1 -- 5 points**

The work is performed primarily while sitting. Occasional walking, bending, stooping, and stretching is necessary when working in the files.

**Factor 9, Work Environment - Level 9-1 -- 5 points**

Work is performed in an office setting.

**TOTAL POINTS - 1015**

**MAIL CLERK, GS-0305-05, BMK #2****Duties**

Position is located in the national headquarters office of a large agency and the duties require the employee to study incoming correspondence containing a wide variety of subjects and to route this correspondence within the headquarters, to divisional offices, or to approximately 150 regional offices.

- Receives, opens, reads and presorts incoming materials into principal classifications. Carefully studies incoming correspondence to determine nature of question being asked and therefore the organization or organizational level where the reply should be prepared. Questions typically involve technical, financial, or professional queries and are related to interpretations of Federal law.
- Routes correspondence by assigning the appropriate routing code and attaching a routing and control form after identifying the legal name of the correspondent under which the control form will be filed (and such secondary names as are necessary) so that correspondence can be easily identified in the future.
- Checks all incoming correspondence against control records with reference to symbols or prior correspondence to determine where previous correspondence was sent for action.
- Prepares digests of condensed subject matter, enabling recipients to assign action without having to read entire file of precedent correspondence in order to determine appropriate action officer.
- Processes incoming and outgoing mail and teletype messages in accordance with agency and postal service requirements; establishes new (or updates old) distribution patterns and codes; maintains suspense files for follow-up after assigning "reply by" date when this is required; and performs similar related duties.

**Factor 1, Knowledge Required by the Position - Level 1-3 -- 350 points**

- Knowledge of the organizational structure and functions of a national headquarters office and of its subelements to route any type of material on any of a wide variety of different topics by subject-matter content. (350 points)
- Knowledge of legal, technical, financial, and professional subject matter to classify materials, to search for precedent materials, to prepare digests of file contents, and to route materials to subject-matter specialists within any of a large number of organizational entities. (350 points)
- Knowledge of agency and U.S. Postal Service requirements to process incoming and outgoing mail, establish distribution patterns and codes, etc. (200 points)

**Factor 2, Supervisory Controls - Level 2-2 -- 125 points**

Employee's work is not generally reviewed and is performed under very limited supervision. The work is done without continuing specific instruction, although the unit chief is available for consultation on highly complex issues. Work is evaluated in terms of successful provision of services to operating elements.

**Factor 3, Guidelines - Level 3-2 -- 125 points**

Though general guidelines are available to show subjects handled by different organizational elements, employee must determine nature of correspondents' problems by studying content of materials in order to route them properly.

**Factor 4, Complexity - Level 4-3 -- 150 points**

The decision upon what action must be taken and which organizational element will take the action requires a thorough study of each separate item of correspondence (frequently in relation to prior items of correspondence on the same or related subjects). Duties involve location of precedent materials and preparation of digests or synopses of contents prior to routing to appropriate action office.

**Factor 5, Scope and Effect - Level 5-2 -- 75 points**

Work is related to prompt and efficient routing of private and official inquiries to the appropriate organizational element for preparation of reply. The service provided affects timeliness and reliability of services provided by personnel in the operating elements.

**Factor 6, Personal Contacts - Level 6-2 -- 25 points**

Contacts are with coworkers in the headquarters office and with employees throughout the organization and in regional and field offices.

**Factor 7, Purpose of Contacts - Level 7-1 -- 20 points**

Contacts are for the purpose of providing or obtaining information related to the mail operation, including follow-up on suspense correspondence.

**Factor 8, Physical Demands - Level 8-2 -- 20 points**

While some work is sedentary in nature, there is frequent walking, stooping, stretching and bending involved, and also recurrent lifting and carrying of moderately heavy items.

**Factor 9 Work Environment - Level 9-1 -- 5 points**

Work is performed in a typical mail room setting.

**TOTAL POINTS -- 895**