

**U.S. Office of Personnel Management  
Office of Merit Systems Oversight and Effectiveness  
Classification Appeals and FLSA Programs**

**Chicago Oversight Division  
230 South Dearborn Street, DPN 30-6  
Chicago, Illinois 60604**

**Classification Appeal Decision  
Under Section 5112 of Title 5, United States Code**

**Appellant:** [Appellant's Name]

**Agency classification:** Support Services Supervisor  
GS-342-9

**Organization:** Department of the Army  
U.S. Army Recruiting Command  
[Name of] Brigade  
[Name of] Battalion  
[Name of] Division  
[City, State]

**OPM decision:** Support Services Supervisor  
GS-342

**OPM Decision Number:** C-0342-00-01

\_\_\_\_\_  
/s/

Frederick J. Boland  
Classification Appeals Officer

\_\_\_\_\_  
January 31, 2000

Date



As provided in section 511.612 of title 5, Code of Federal Regulations, this decision constitutes a certificate that is mandatory and binding on all administrative, certifying, payroll, disbursing, and accounting officials of the government. The agency is responsible for reviewing its classification decisions for identical, similar, or related positions to ensure consistency with this decision. There is no right of further appeal. This decision is subject to discretionary review only under conditions and time limits specified in the Introduction to the Position Classification Standards, appendix 4, section G (address provided in appendix 4, section H).

### **Decision sent to:**

[appellant's name and address]

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## **Introduction**

The appellant contests his agency's decision classifying his position, number R098, as Support Services Supervisor, GS-342-9. The position is located in the Department of the Army, U.S. Army Recruiting Command, [Name of] Brigade, [Name of] Battalion, [Name of] Division, [City, State]. He believes his position description accurately reflects his major duties, but feels the occupational classification and grading of the work are incorrect.

## **Position information**

As Chief of the [Name of] Division, the appellant supervises a staff of approximately four, which includes the following:

- ▶ Computer Specialist, GS-334-11
- ▶ Transportation Assistant, GS-2101-6
- ▶ Senior Supply Sergeant, E-7
- ▶ Assistant Supply Sergeant, E-6

The appellant reports to the Battalion Executive Officer, who also oversees the Administration, Family Services, and Budget functions. Supporting approximately 175 employees across three states, the appellant's unit is responsible for seven functions:

*Automation:* supporting, reviewing, connecting and training end users in both hardware and software.

*Communications:* providing local and long distance telephone, telephone to computer links, facsimile transmissions, and other types of message processing; accounting for service costs; maintaining organizational directories; and planning and providing for similar services.

*Motor Vehicles:* overseeing the control, operation, and preventive maintenance, safety, driver training and utilization of a fleet of approximately 170 vehicles.

*Procurement:* procuring, receiving, storing and managing expendable supplies and equipment.

*Property:* maintaining receipts and other documents in accordance with appropriate regulation and Property Book Officer direction.

*Facilities:* inspecting recruiting facilities to ensure that maintenance and standards of appearance are at desired levels; projecting facilities requirements to include upgrading facilities, determining need and priority of repair, alterations, modifications, etc.; meeting with representatives of other military services to discuss joint facilities; maintaining leases on all facilities; and preparing and submitting reports such as monthly upgrade and maintenance, to higher headquarters and supporting agencies.

*Personnel:* ensuring that proper personnel procedures are followed and that information provided is complete and accurate for personnel actions and preparing and submitting reports such as quarterly EEO reports.

## **Analysis and findings**

### **Series and title determination**

The appellant states:

I believe consideration in using the 0346 standard should be given based on the mission of the organization and the program it supports - U.S. Army Recruiting, and the purpose for which the position was established. This position was initially classified using the 346 standard at grade 11, and then again as a result of the desk audit at my agency's request. I also believe my agency did not consider the impact of the person on the job which is certainly applicable in this case. Since I was the former operations officer for this organization for 2 years, (responsible for production, training, manpower requirements, and overall operations of making mission) I possess unique experience and knowledge of the mission, the programs and work being performed. Because of my broad knowledge of how the organization is run and what is required to support the recruiting mission, I am given difficult work assignments and have unusual freedom from supervision. On some occasions I have authority to speak for the organization and make commitments."

The Office of Personnel Management (OPM) is required by law to classify positions on the basis of their duties, responsibilities, and qualification requirements by comparison to the criteria specified in the appropriate classification standard or guide. Other methods of evaluation, such as comparison to previous classification actions, are not permitted. The position's qualification requirements, rather than the incumbent's qualifications, determine its classification.

The appellant further states:

I believe the duties I perform meet the criteria for inclusion in the 346 series and the critical aspects cited above based on the following:

My duties require me to provide logistics guidance to 175 personnel across a three state region and determine requirements for supplies, equipment, and various services for the entire recruiting work force across the battalion - not just merely acting upon supply requests as suggested by my higher headquarters. The directing, developing and performing logistics management operations that involve planning, coordinating, and evaluating logistical actions I perform are required to support a specified program or mission (as stated in the standard) - the Army Recruiting Mission.

Work that both the appellant and the position description label as logistics is better characterized as support services. The functions (automation, communications, motor pool, procurement, property control, space and facilities management, and personnel assistance) the appellant oversees are some of the many functions covered either explicitly or implicitly by the *Support Services Administration Series GS-342* standard, dated November 1978. They support the Battalion's immediate administrative needs in fulfilling its recruitment mission.

As noted in the *Logistics Management Series GS-346* standard, dated January 1987, providing support for organizations and employees primarily in an administrative or office environment should not be confused with logistics management work. Responsibility for coordinating or supervising the numerous functions and activities associated with obtaining office supplies, procuring equipment and services, arranging travel, managing an administrative motor pool, planning for the utilization of space, and the like is properly classified to the Support Services

Administration series. The [Name of] Battalion's mission is administrative in nature and largely performed in an office-like setting. The functions the appellant oversees stem from the battalion's administrative needs. Nominally they are similar to the functions that concern Logistics Management, but they differ in setting among other things. They are specifically excluded from the GS-346 series and are clearly encompassed within the GS-342 definition, as detailed below.

For example, the appellant cites his budgeting responsibility as indicative of Logistics Management, GS-346, work.

Money - Identify requirements for all supplies, equipment and services; develop an annual budget to support the program by identifying needs and allocating resources. Control spending and review submission of fund estimates and proposed operating program changes relative to logistics responsibility. Review all recruiting station submissions for equipment portion of Tables of Distribution and Allowances (TDA) and recommend appropriate action for further processing to [Name of] Brigade. Recommend programming of logistics funds as required. Manage funds associated with awards for civilians and recommend to higher headquarters the distribution of monetary awards.

Such responsibility is common among Support Services Supervisors, who review their operations through audits and on-site inspections, analyze management reports, and subsequently recommend the overall budget and workforce resources necessary for their support programs.

The appellant also cites manpower responsibility:

Manpower - Identify requirements for civilian personnel and recommend changes to TDA. Develop crediting plans, job requisition worksheets and position descriptions for personnel vacancies. Manage civilian training by identifying requirements and preparing training plans for developmental positions.

As noted above, Support Service Supervisors recommend monetary and staff resources and how they should be utilized to provide administrative support. The personnel tasks the appellant references largely concern coordination and recommendation of personnel actions, training, and awards. While processing and tracking actions and compiling related reports are assistant level duties, the development of crediting plans and staffing levels for other programs can be more substantial Personnel Specialist work. Such work, however, does not demand a substantial (at least 25 percent) amount of the appellant's time or dominate the position's qualification requirements. Hence, it affects neither the choice of grading criteria nor series determination for the position.

The appellant states:

Materiel - Direct the inventory and maintenance control of over 170 vehicles throughout a three state region and develop data relative to operating and maintenance costs and recommend changes to vehicle types to meet operational needs at the lowest cost possible. Negotiate with suppliers nation-wide to obtain cost effective supplies, equipment and services. Identify requirements and equipment for information management systems and other equipment (copiers, fax machines, computer hardware/software, telephones, furniture, cameras, pagers, vehicles, etc) and coordinate acquisition of these items.

Like the appellant, Support Services Supervisors control vehicle dispatch, such as sedans or light trucks that are used to transport personnel, mail, or supplies. They also arrange travel, procure administrative supplies and equipment, and arrange for facilities and equipment maintenance. In planning and administering supply management programs, they obtain a variety of expendable and nonexpendable items and materials through central supply channels, direct purchase, and formal

procurement processes. They analyze and study supply requirements and stock levels. They also review storage, issue, and disposal practices.

The appellant states:

Facilities - As the facilities manager, I plan and supervise all actions concerning new construction, acquisition, renovation, design, and lease specification of 40 recruiting facilities. As required, I discuss pertinent issues with lessor and make recommendations to the leasing agency on modifications and overall acceptability. I review and coordinate acquisition or discontinuance of facilities for subordinate elements. Coordinate with 3 supporting engineer offices on relocating, expanding, and upgrading recruiting offices. Monitor the recruiting facilities program formulation, finalization and execution by identifying requirements for paint, carpet, relocations, expansions, new offices, parking, (and numerous other upgrades). Inspect activity locations in order to determine adequacy for intended use . . . .

Additionally, I assist in designing floor plans and overall design of newly constructed facilities to ensure design is in accordance with governing regulations regarding space adequacy and arrange for space disposal through Corps of Engineers. My position also requires me to procure, store, distribute, dispose of materiel associated with the battalion as well as arranging for maintenance and replacement of computer, fax machines, copiers, and other equipment. Most of the work is performed through consultation with technical specialists in each function. However, to make this a successful logistics program, I integrate the separate functions in the planning and implementation of the entire program

Like the appellant, Support Services Supervisors analyze organizational requirements for space and facilities based on anticipated volume of operations, known or potential changes in functions and workflow, and future plans for expansion or contraction of operations. They also negotiate with service agencies and lessors to adapt existing space or lease additional space for their organizations. In doing so, they may integrate the specialized needs of diverse operating elements within the organization and the continual need for advising managers about total support services where there are major agency or organization changes in mission, programs, or facilities.

The appellant also states:

Services - Identify and procure directories for 34 recruiting stations which assist recruiters in identifying and obtaining leads to meet the recruiting mission. Act as liaison with Corps of Engineers and lessors in resolving substandard janitorial service. Identify requirements and arrange for telephone/service installation at new and relocating offices. Manage the intra and interservice support agreements with various Department of Defense activities for the battalion which furnishes services required to meet personnel needs such as housing and commissary services for the military personnel. Manage the bachelor leased housing program by submitting paperwork for qualified applicants, conducting inspections of rental property and resolve disputes with landlords referencing late payments. Provide logistical support for station relocations by arranging for transportation companies to pack and move equipment. Provide membership in local Chambers of Commerce for recruiters, to enhance the Army visibility in the community.

Support Service Supervisors operate under varying degrees of organizational diversity. They may support installations or facilities with host-tenant agreements having several major programs or functions. Their work may require considerable adaptation and variation in the manner in which support services are provided because of the number and differences in programs and functions supported. They may regularly negotiate with and advise managers at all organizational levels concerning improvements in the services provided. Providing telephone, radio, teletype, computer lines, facsimile transmissions, and other types of message processing; accounting for service costs; maintaining organizational directories; and planning and providing for similar services are among their common tasks. The appellant's own work fits well within these boundaries. His submission of paperwork for quartering personnel presents demands similar to those involved with arranging travel and transportation, and other common support services.

Consequently, we find the appellant's work identical in most cases and otherwise equivalent to the tasks and functions detailed in the Support Services Administration, GS-342, standard. His work accommodates the immediate support needs of an administrative organization and is, therefore, specifically excluded from the Logistics Management, GS-346, series.

The prescribed title for supervisory positions, like the appellant's, in the GS-342 series is *Support Services Supervisor*.

### **Decision**

The position is properly classified as Support Services Supervisor, GS-342.

If the appellant believes his work warrants more credit under the GS-342 (or General Schedule Supervisory Guide) grading criteria than his agency allowed, he may pursue his appeal by specifying each of the grading factors he believes were given insufficient credit and the reasons his work meets all of the criteria for higher credit.