

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

Atlanta Oversight Division  
75 Spring Street, SW., Room 972  
Atlanta, GA 30303

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

<b>Appellant:</b>	[Appellant]
<b>Agency classification:</b>	Supply Technician GS-2005-7
<b>Organization:</b>	[Branch] [Division] [Depot] [Center] Defense Logistics Agency [Location]
<b>OPM decision:</b>	Supply Technician GS-2005-07
<b>Decision number:</b>	C-2005-07-03

/s/  
Timothy P. Heath  
Classification Appeals Officer

7-05-01

\_\_\_\_\_  
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]

Deputy Personnel Officer  
Defense Distribution Center  
2001 Mission Drive  
Code J-1P  
New Cumberland, PA 17070-5000

Executive Director  
Human Resources  
Defense Logistics Agency  
8725 John J. Kingman Road, Suite 3630  
Fort Belvoir, VA 22060-6221

Chief, Classification Appeals  
Adjudication Section  
Department of Defense  
Civilian Personnel Management  
Service  
1400 Key Boulevard, Suite B-200  
Arlington, VA 22209-5144

## **Introduction**

On March 29, 2001, the Atlanta Oversight Division, Office of Personnel Management, accepted an appeal for the position of Supply Technician, GS-2005-7, [Branch], [Division], [Depot], [Center], Defense Logistics Agency, [Location]. The appellant is requesting that his position be classified as Supply Technician, GS-2005-9.

This appeal has been accepted and processed under section 5112(b) of title 5, United States Code. This is the final administrative decision on the classification of the position subject to discretionary review only under the limited conditions and time outlined in part 511, subpart F, of title 5, Code of Federal Regulations.

## **General issues**

The appellant does not believe his position has been given adequate credit for the full extent of his duties and responsibilities, the impact his work has on the [Fleet], nor the knowledge required to perform his job. He believes the agency does not fully understand the organizational setting within which his position operates, the nature and purpose of his personal contacts, nor the unique nature of problems he must resolve. Finally, the appellant does not believe the agency fully recognizes the fact that he works independently with little supervision.

In reaching our classification decision, we have carefully reviewed all information furnished by the appellant and the agency, including information obtained from telephone interviews with the appellant, and his current and former supervisors.

## **Position information**

The appellant is assigned to position description number [Number]. The appellant, his supervisor and the agency have certified the accuracy of the position description.

The appellant performs a variety of inventory duties for the [Program]. He coordinates the distribution of [Program] by monitoring the processes of the program, i.e., receiving, storing, inspecting, packing, and shipping [Program]. He reviews equipment requests and determines the proper classification; assigns stock numbers used to track equipment internally and ensures that this information is transmitted to the agency's National Catalog Division; maintains and updates the CMR inventory schedule to ensure conformity with Federal accounting requirements; uses the agency's automated accounting system to account for and maintain a record of the value of equipment assets; and reconciles general ledger accounts with the Fiscal Service on a monthly basis. He is the primary point of contact for the program.

The appellant works under the supervision of the Distribution Facilities Manager who assigns work. He independently carries out day-to-day assignments on his own initiative in accordance with agency or local standards. Unusual situations that do not have clear precedents require assistance. Completed work is reviewed in terms of priorities, technical soundness, and appropriateness to adhering to regulations and requirements.

**Standard determination**

Supply Clerical and Technician Series, GS-2005, May 1992.

**Series and title determination**

The appellant does not contest the series or title determination. The agency determined that the appellant's position is best covered by the Supply Clerical and Technician Series, GS-2005, and titled *Supply Technician*. Based on our audit and review of the record, we concur.

**Grade determination**

The GS-2005 standard is written in the Factor Evaluation System (FES) format. Under the FES, positions are placed in grades on the basis of their duties, responsibilities, and the qualifications required as evaluated in terms of nine factors common to nonsupervisory General Schedule positions.

A point value is assigned to each factor based on a comparison of the position's duties with the factor-level descriptions in the standard. The factor point values mark the lower end of the ranges for the indicated factor levels. For a position factor to warrant a given point value, it must be fully equivalent to the overall intent of the selected factor-level description. If the position fails in any significant aspect to meet a particular factor-level description in the standard, the point value for the next lower factor level must be assigned, unless the deficiency is balanced by an equally important aspect which meets a higher level. The total points assigned are converted to a grade by use of the grade conversion table in the standard.

The appellant disagrees with the agency's evaluation of Factors 1, 2, 3, 4, 5, 6, and 7. We have reviewed the agency's evaluation of factors 8 and 9 and concur with their findings. Therefore, only those factors contested by the appellant will be addressed in this decision.

***Factor 1 - Knowledge Required by the Position:***

This factor measures the nature and extent of information or facts that a worker must understand to do acceptable work, such as the steps, procedures, practices, rules, policies, theories, principles, and concepts; and the nature and extent of the skills needed to apply this knowledge. To be used as a basis for selecting a level under this factor, a knowledge must be required *and* applied. The agency evaluated this factor at Level 1-4.

At Level 1-4, the highest level described in the standard, the work requires a thorough knowledge of governing supply regulations, policies, procedures, and instructions applicable to the specific assignment. Employees use this knowledge to conduct extensive and exhaustive searches for required information; reconstruct records for complex supply transactions; and/or provide supply operations support for activities involving specialized or unique supplies, equipment, and parts such

as special purpose laboratory or test equipment, prototypes or technical equipment, parts and equipment requiring unusual degrees of protection in shipment and storage, or others that are unique to the organization's mission or seldom handled. This knowledge is also used in positions performing routine aspects of supply specialist work based on practical knowledge of standard procedures, where assignments include individual case problems related to a limited segment in one of the major areas of supply management, e.g., cataloging, inventory management, excess property, property utilization, or storage management.

Comparable to Level 1-4, the appellant has a thorough knowledge of and uses a number of supply regulations, policies, procedures, and instructions on supply operations involving the receiving, storage and shipment of [Program] and jet engines, both of which can be characterized as specialized or unique items. The appellant ensures that depot records reflect actual inventory levels and must conduct extensive research to resolve discrepancies if they occur. He coordinates shipping efforts with employees who are certified to package hazardous items, material handlers, and employees involved in transportation to ensure these items arrive at their various destinations in a timely fashion.

There is no evidence in the appeal record to support responsibilities exceeding this level.

Level 1-4 is credited for 550 points.

*Factor 2 - Supervisory Controls:*

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the extent of review of completed work. The agency evaluated this factor at Level 2-3.

At Level 2-3, the highest level described in the standard, the supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations which do not have clear precedents. In some circumstances, the employee works independently from the supervisor or specialist in a remote location. Contact with the supervisor is infrequent, although usually available by telephone and periodic on-site visits. Continuing assignments are usually performed with considerable independence. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used are not usually reviewed in detail.

Level 2-3 is met. The appellant works under the general supervision of the Distribution Facilities Manager who assigns work. He functions with considerable independence in performing the work of his position. The appellant is expected to resolve problems that may be encountered during the course of his day-to-day work. Matters involving unusual situations that do not have clear precedents are referred to the supervisor. According to his supervisor, completed work is reviewed in terms of technical soundness and adherence to regulations and requirements.

There is no information in the appeal record to support that this level is exceeded.

Level 2-3 is credited for 275 points.

*Factor 3 - Guidelines:*

This factor covers the nature of guidelines and the judgment needed to apply them. The agency evaluated this factor at Level 3-3.

At Level 3-3, the highest level described in the standard, guidelines are similar to the next lower level, but because of the problem solving or case nature of the assignments, they are not completely applicable or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines such as policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes the results of applying guidelines and recommends changes.

Level 3-3 is met. The guidelines available to the appellant include agency policies, regulations, procedures, and work directions. Although available guidelines are well-established and normally applicable to the situations encountered by the appellant, problems periodically arise as a result of a gap in standard procedures or an unexpected deviation in the system. The appellant, due to his experience and knowledge of supply policies and regulations, uses his judgment to make slight adaptations to the guidelines, staying within the scope of his authority.

There is no information in the appeal record to indicate that this level is exceeded.

Level 3-3 is credited for 275 points.

*Factor 4 - Complexity:*

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work. The agency evaluated this factor at Level 4-3.

At Level 4-3, the highest level described in the standard, the work involves unusually complicated or difficult technical duties involving one or more aspects of supply management or operations. The work at this level is difficult because it involves actions that are not standardized or prescribed; deviations from established procedures; new or changing situations; or matters for which only general provision can be made in regulations or procedures. This typically involves supply transactions which experienced employees at lower grades have been unable to process or resolve, or which involve special program requirements for urgent, critical shortage items requiring specialized procedures and efforts to obtain. The employee decides what needs to be done depending on the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. Decisions are based largely on the employee's

experience, precedent actions, and the priority assigned for resolving the particular problem. The methods and procedures used vary based on the circumstances of each individual case. The work involves conditions and elements that the employee must identify and analyze to discern interrelationships with other actions, related supply programs, and alternative approaches.

Level 4-3 is met. The appellant has responsibility for resolving a range of problems related to various aspects of packaging, labeling, handling, and shipping [Program] and jet engines. The logistical aspects of his job are significant and often require him to coordinate the processing of multiple orders. He must ensure that these high priority complex items are shipped to the correct destination in a timely fashion. He must analyze each individual case, identify any problem areas, and determine which course of action will most likely resolve the problem. The appellant relies on his experience and knowledge of precedent actions in many situations to determine the most probable cause of the problem and the potentially most expedient solution. His knowledge and understanding of the interrelationship of supply actions, as well as supply programs, is important in resolving problems.

There is no information in the appeal record to support that this level is exceeded.

Level 4-3 is credited for 150 points.

*Factor 5 - Scope and Effect:*

This factor covers the relationship between the nature of the work, i.e., purpose, breadth, and depth of the assignment and the effect of work products or services both within and outside the organization. The agency evaluated this factor at Level 5-3.

At Level 5-3, the highest level described in the standard, the work involves dealing with a variety of problem situations either independently or as part of a broader problem solving effort under the control of a specialist. Problems encountered require extensive fact finding, review of information to coordinate requirements, and recommendations to resolve conditions or change procedures. The employee performs the work in conformance with prescribed procedures and methods. The results of the work affect the adequacy of local supply support operations, or they contribute to improved procedures in support of supply programs and operations.

Level 5-3 is met. The appellant independently resolves a variety of problems associated with the supply process which can involve extensive fact finding. For example, if inventory discrepancies occur, he must take action to reconcile records. The appellant must understand the full range of processes and procedures to determine not only where an error occurred but also what must be done to correct it and to ensure that the customer receives the item when it is needed. There are a number of supply rules, regulations, and standard procedures which must be considered by the appellant, and the results of his work affect the local supply support operations and contribute to the success of the [Program] (in terms of storage and distribution).

The appeal record contains no evidence to support that this level is exceeded.

Level 5-3 is credited for 150 points.

*Factor 6 - Personal Contacts and Factor 7 - Purpose of Contacts:*

Factor 6 assesses face-to-face as well as telephone contacts with persons not in the supervisory chain. In General Schedule occupations, the purpose of personal contacts, Factor 7, ranges from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, and objectives. The personal contacts which serve as the basis for the level selected for Factor 7 must be the same contacts as those that are the basis for the level selected for Factor 6. The agency credited Level 3 for Factor 6, and Level b for Factor 7.

*Personal Contacts*

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

Level 3 is met. The appellant's routine contacts include co-workers in his organization who are involved in the packaging, labeling, handling, and shipping of [Program] and jet engines, as well as individuals at higher echelons within and outside the agency. He interacts with item managers from the various inventory control points who have oversight responsibility for the [Program] and jet engines stored at his facility. According to the appellant's supervisor, he occasionally has contacts with high ranking military personnel outside his organization. These contacts are moderately unstructured, and the role and extent of the authority of the appellant and the persons contacted are established during the course of the contact.

The appeal record contains no evidence to support that this level is exceeded.

*Purpose of Contacts*

At Level b, contacts are for the purpose of planning, coordinating, or advising on work efforts or to resolve operating problems by clarifying discrepancies in information submitted by serviced organizations, resolving automated system problems causing erroneous transaction records, or seeking cooperation from others to resolve complicated supply actions.

Level b is met. The purpose of the appellant's contacts is typically to obtain and exchange information, coordinate work processes, and resolve problems related to storing, packaging, labeling, handling, and shipping [Program] and jet engines. He ensures that required supply and inventory management related records and fiscal documents are properly maintained and reflect correct information; coordinates scheduled physical inventories with the appropriate item managers; and ensures that official inventory records are reconciled when equipment discrepancies are found.



The appeal record contains no evidence to support that this level is exceeded.

The combination of Level 3 for *Personal Contacts* and Level b for *Purpose of Contacts* equates to 110 points according to the table in the standard.

Factor 6 and Factor 7 are credited with Level 3b for 110 points.

### Summary

<i>Factor</i>	<i>Level</i>	<i>Points</i>
1. Knowledge Required by the Position	1-4	550
2. Supervisory Controls	2-3	275
3. Guidelines	3-3	275
4. Complexity	4-3	150
5. Scope and Effect	5-3	150
6. Personal Contacts and 7. Purpose of Contacts	3b	110
8. Physical Demands	8-2	20
9. Work Environment	9-2	20
	Total	1,550

A total of 1550 points falls within the range for GS-7, 1355 to 1600 points, according to the Grade Conversion Table in the GS-2005 standard.

### Decision

The position is correctly classified as Supply Technician, GS-2005-7.