



United States Office of Personnel Management

Office of Merit Systems Oversight and Effectiveness

Digest of Significant Classification Decisions and Opinions

November 2000

Article No. 25-01

Standards: [Management and Program Analysis, GS-343 \(August 1990\)](#)
[Management and Program Clerical and Assistance, GS-344 \(May 1993\)](#)

Factor: N/A

Issue: Series coverage; support versus analytical administrative work

Identification of the Classification Issue

The appellant supported a team of contracting officers and program pricers by administering a number of databases and assisting in the analysis and maintenance of a performance measurement and tracking system. About 45 percent of her work involved analyzing process data to determine whether process areas had met performance goals according to established performance metrics, extracting data from spreadsheets and databases, creating graphs and charts, and developing presentation slides. The appellant spent about 35 percent of her time updating a variety of databases. This included inputting status information and logging and tracking audits. When an audit was "reportable," the appellant established resolution and disposition dates. If she determined that an audit was "nonreportable," the audit was transferred to the appropriate administrative contracting officer for resolution and disposition. The rest of the appellant's work included retrieving data as requested and presenting the data in an acceptable format.

The appellant stated that her GS-344-7 position included some duties identical to work assigned to and performed by a co-worker who occupied a GS-343-12 position in the appellant's unit. The appellant believed her position should be classified as Management and Program Analyst, GS-343-9.

Resolution

The Management and Program Analysis Series, GS-343, includes positions that primarily serve as analysts and advisors to management on the evaluation of the effectiveness of government programs

and operations, the productivity and efficiency of the management of Federal agencies, or both. GS-343 positions require knowledge of the substantive nature of agency programs and activities; agency missions, policies and objectives; management principles and processes; and the analytical and evaluative methods and techniques for assessing program development or execution and improving organizational effectiveness and efficiency.

In contrast, positions in the Management and Program Clerical and Assistance Series, GS-344, involve performing clerical and technical work in support of management and program analysis. This support work usually involves proficiency in one or more functional areas in certain limited phases of a specified program. Normally, a support position can be identified with the mission of a particular organization or program. Employees who perform support or assistance work follow established procedures, but these are typically related to the employee's assignment or work unit. Support work can be based on practical knowledge of the purpose, operation, procedures, techniques, and guidelines of the specific program area or functional assignment. As was true in this case, some GS-344 positions perform complete limited, uncomplicated management or program analysis projects, or segments of larger analytical projects or studies under the direction of higher level employees.

OPM found that the appellant's position did not meet the nature of work and did not require the type or level of knowledge for positions assigned to the GS-343 series. The primary purpose of the appellant's position was to provide technical support to management and program analysts, contracting officers, and program pricers. In contrast to positions in the GS-343 series, the appellant's work did not require an in-depth knowledge of management principles and processes or the analytical and evaluative methods needed for assessing program development or execution in improving organizational effectiveness and efficiency. Although the appellant and a program improvement officer worked together in analyzing process performance, the program improvement officer was responsible for analyzing those processes that were more complex and required a greater degree of organizational knowledge. OPM concluded that the appellant's position was properly assigned to the GS-344 series.

“Back to the Basics”

The series determination decision in this case involves distinguishing between one-grade interval support work and two-grade interval administrative work. The decision illustrates that the primary purpose of a position, the knowledge required to perform the work, and management's intent in establishing the position must be considered when determining the appropriate series for single-grade interval positions that include some aspects of work similar to two-grade interval positions. Because the primary function of the position was to perform routine, procedural, or standard assignments that supported management or program analytical work, the position was excluded from the GS-343 series.

Link to [C-0344-07-01](#)