

# Position Classification Standard for Procurement Clerical and Technician Series, GS-1106

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## SERIES DEFINITION

This series includes positions that involve performing or supervising clerical and technical work that supports the procurement of supplies, services, and/or construction. Procurement clerks and technicians prepare, control, and review procurement documents and reports; verify or abstract information contained in documents and reports; contact vendors to get status of orders and expedite delivery; maintain various procurement files; resolve a variety of shipment, payment, or other discrepancies; or perform other similar work in support of procurement programs and operations. The work requires a practical knowledge of procurement procedures, operations, regulations, and programs.

This standard supersedes the standard for the Procurement Clerical and Assistance Series, dated June 1972, TS-11.

## EXCLUSIONS

1. Classify to the [Purchasing Series, GS-1105](#), or the [Contracting Series, GS-1102](#), positions that involve actually buying or arranging to buy supplies, services, or construction. Procurement clerks and technicians assist purchasing agents and contracting personnel but do not actually reach agreements to buy goods and services. In some situations, procurement support work may involve performing some of the same tasks as contracting specialists. This work is classified to the Procurement Clerical and Technician Series when it involves application of practical knowledge and experience to resolve specific problems that are covered by precedent. Some positions involve the performance of a combination of purchasing, procurement support, and/or contracting work. Determine the correct classification for these positions by applying the principles for mixed series or mixed grade positions.
2. Classify to the [Supply Clerical and Technician Series, GS-2005](#), positions that involve reconciling discrepancy reports, reviewing requisitions and invoices, and checking the status of and expediting orders when the primary knowledge requirement is of supply systems, procedures, and regulations.
3. For other excluded work, see the following series:

[Miscellaneous Clerk and Assistant Series, GS-0303](#);  
[Secretary Series, GS-0318](#);  
[Clerk-Typist Series, GS-0322](#);  
[Office Automation Clerical and Assistance Series, GS-0326](#);  
[Management Clerical and Assistance Series, GS-0344](#); and  
[Property Disposal Clerical and Technician Series, GS-1107](#).

## DEFINITIONS

In this standard, the following terms have the meaning stated, although precise definitions may vary among agencies.

*Abstract* -- when used as a verb, means to extract and record pertinent information from a procurement document. For example, to abstract a bid means to identify and record information, such as bidder name and address, item, quantity, and price. When used as a noun, it means the document on which the information has been recorded or input.

*Procurement document* -- refers primarily to any of the paperwork that goes into a contract file. It includes the contract or purchase order itself, modifications, waivers, letters, vouchers, invoices, and preaward documents, such as amendments, purchase requests, invitations for bid, or requests for quotation or proposal. It also refers to agency or activity procurement reports or printouts that are not part of the contract file.

*Procurement process* -- refers to all phases involved in buying an item or service. The different phases include pre-award, award, and post-award. It also is called the procurement cycle.

*Purchase request (PR)* -- is a request sent to the buyer from a customer to place an order or contract for certain goods or services. It also is called a requisition.

*Solicitation package* -- refers to requests for proposal (RFP), requests for quotation (RFQ), and invitations for bid (IFB) that are sent to vendors to get their offers/quotes/bids. It identifies what and how much the agency or activity wants to buy, when delivery is needed, and what the specific terms and conditions are that the vendor must follow to do business with the Government.

For a fuller understanding of what is involved in buying for the Federal Government, see also the information in the standards for the [Contracting Series, GS-1102](#), and the [Purchasing Series, GS-1105](#). The Federal Acquisition Regulation (FAR) may provide additional background information.

## OCCUPATIONAL INFORMATION

### *Organization of Procurement Support Work*

Procurement clerk and technician positions are located in a variety of work situations. The work can involve one or more phases of the procurement process, or it can span the entire procurement process from the pre-award phase through the post-award phase. Some positions support agency or activity staff programs, such as contracting policy or small business offices. Procurement clerks and technicians support purchasing or contracting operations by--

- preparing, verifying, abstracting, controlling, or closing out procurement documents, files, reports, or records;
- updating and maintaining the currency of procurement documents or related information;
- sorting, compiling, typing, and distributing requisitions, contracts, orders, modifications, etc.;
- tracking the status of requisitions, contracts, and orders using automated or manual files and through contacts with vendors, supply technicians, inventory managers, engineers, etc.;
- attending bid openings and abstracting bid information;
- maintaining bidder mailing lists by adding or deleting vendor information in the system;
- assembling contract file information and entering purchase order or contract data into a management information system;
- reviewing reports and researching errors or conflicting information in procurement documentation;
- assembling and preparing procurement management reports by gathering and consolidating pertinent information;
- monitoring contractor performance and recommending modifications to the contract;
- investigating customer or vendor complaints of errors in shipment, payment, and/or contract documentation;
- developing manual and/or assisting in the development of automated procurement procedures; and
- reviewing purchase order or contract files for inclusion of specific documents or clauses as defined in procedures.

Procurement support work can involve similar functions at varying levels of difficulty. The Specific grade assigned to positions performing similar work depends on the extent of knowledge, skill, responsibility, and other factors actually required by the position. For example, preparing a small purchase solicitation package for office supplies is typically much simpler than putting together a large purchase package, such as a request for proposal for specialized services. The latter generally requires greater planning because of the various steps involved (e.g., placing synopses in the Commerce Business Daily, applying to Department of Labor for wage rates, assembling the correct standard and optional clauses, and ensuring that all information in the solicitation package is filled in or left blank according to procedures).

Monitoring the status of purchase orders for a variety of off-the-shelf items is typically easier than monitoring the status of orders or contracts for specialized items being manufactured. This is because of the greater number and kinds of problems that occur during manufacturing. For example, the manufacturer may have problems meeting production timeframes because of a lack of materials or because of equipment failures. Procurement clerks or technicians, while not responsible for actually resolving the problem, serve as an important link between the contractor and various agency or activity personnel (e.g., buyers, inventory managers, engineers, industrial specialists). They are expected to be able to get sufficient information from the contractor to identify the problem, determine the need for referral, and refer the problem to the appropriate personnel.

### *Impact of Automation*

Most procurement systems are automated to some degree. Procurement clerks and technicians must have sufficient knowledge of automated systems to apply instructions for procurement actions such as data entry, reports retrieval, error correction, and record searches. The work is performed through terminal stations and/or personal computers. Some employees maintain specific files or records in support of procurement operations and are responsible for keeping them current. Other employees, because of their extensive experience, assist in the automation of clerical processes by providing subject-matter input and review.

Procurement clerks and technicians working in an automated environment are expected to know what information is available and how to access and manipulate it. Using an automated system, rather than a manual one, requires a different orientation to creating, acquiring, or processing information. However, this does not exclude a position from coverage by this series when the work involves a primary knowledge of procurement procedures, programs, and rules.

The use of automated procurement systems to do procurement support work is addressed in the factor levels in this standard. Using a computer to access automated information does not normally impact the grade of procurement support positions. Rather, the primary influences are typically the subject-matter knowledge of the kinds of procurement information available in the system and the way that information is used.

## TITLES

*Procurement Clerk* is the title for positions in grades GS-4 and below.

*Procurement Technician* is the title for positions in grades GS-5 and above.

*Lead Procurement Clerk* and *Lead Procurement Technician* are the titles for positions that meet the criteria in the [General Schedule Leader Grade Evaluation Guide](#).

*Supervisory Procurement Technician* is the title for positions that meet the criteria in the appropriate [general schedule supervisory guide](#).

Agencies may choose to add parenthetical titles to the above titles when further distinctions in the work are necessary for recruitment or other purposes. Work that requires a fully qualified typist, stenographer, or data transcriber, or that requires knowledge of general office automation procedures and competitive level proficiency in typing must be titled using the appropriate parenthetical titles. (See titling instructions in the [Introduction to the Position Classification Standards](#).)

## EVALUATING POSITIONS

The grade level criteria in this standard can be directly applied to most positions that involve providing support to procurement operations work. Evaluate these nonsupervisory positions using the factor level descriptions and assigned point values in this standard.

Some positions are properly classified to this series but involve providing support to procurement staff offices or performing other procurement support work not directly covered by the grade level criteria in this standard. Evaluate these positions using the criteria in this standard, the [Grade Level Guide for Clerical and Assistance Work](#), or other appropriate standards.

For those few positions that involve work above or below the levels provided in this standard, refer to the FES [Primary Standard](#) and other related FES standards. For more information on how to apply position classification standards that are in the FES format, see information in [The Classifier's Handbook](#) and in the [Introduction to the Position Classification Standards](#).

Evaluate work leader positions using the [General Schedule Leader Grade Evaluation Guide](#) along with the criteria in this standard.

Evaluate supervisory positions using the appropriate [general schedule supervisory guide](#).

Since procurement clerks and technicians perform many different kinds and combinations of work, it is not practical to try to describe every work situation in the illustrations. Credit work not described in an illustration if it is equivalent to and fully meets the intent of the factor level description.

## GRADE CONVERSION TABLE

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

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

## FACTOR LEVEL DESCRIPTIONS

### FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

#### *Level 1-2 -- 200 Points*

The work requires knowledge of basic and well-established procurement procedures related to routine and repetitive aspects of the preaward, award, or post-award phases. This includes, for example:

- knowledge of basic information and terminology that must be present in procurement documents, such as signatures, accounting codes, item descriptions, quantities, and prices, to identify missing information;
- knowledge of simple arithmetic to verify calculations by adding and multiplying figures in procurement documents;
- knowledge of the basic forms used to make routine purchases to prepare final copy of purchase or delivery orders, keep procurement files for these orders, or perform similar duties;
- knowledge of the workflow of the unit sufficient to route messages and work to appropriate personnel; and/or
- knowledge of one or a few simple automated or manual procurement files to locate, add, retrieve, or correct routine information using well-established, clear-cut procedures.

### Illustration:

- Employees examine incoming purchase requests for completeness. They check for the presence of items, such as purchase request number, accounting codes, item description, estimated cost, and quantity. They make sure information required for data or log entry is present, or refer incomplete documents to the supervisor. They review computer printouts of purchase request information to ensure that the data they entered are correct.

### *Level 1-3 -- 350 Points*

The work requires knowledge of a body of standardized procurement regulations, procedures, and operations related to one or more procurement phases or functions. This includes, for example:

- knowledge of the various steps and procedures required to provide a full range of procurement support related to recurring or standardized buys for commonly used supplies or services (e.g., preaward functions might include maintaining source lists, assembling simple solicitation packages, responding to recurring questions from vendors, and preparing amendments to solicitations);
- knowledge of various procurement processing procedures to support purchase transactions that involve the use of different forms and the application of different procedures (e.g., knowing how to process orders involving the use of imprest fund accounts, bank cards, delivery orders, purchase orders, and simple contracts);
- knowledge of related functional areas, such as supply or finance, to investigate and resolve errors of shipment overage or shortage, delays, incompatible information, or other similar discrepancies using well-established approaches;
- knowledge of one or more automated data bases associated with a specific procurement function sufficient to input a range of standard information or adjustments, understand recurring error reports and take corrective action, and generate a variety of standard reports; and/or
- knowledge of frequently used and clearly stated procedures and regulations to respond to recurring questions from vendors, agency or activity personnel, customers, and others.

### Illustrations:

- Employees check invoices against purchase orders or contracts to make sure quantities, items or services, prices, company names, delivery schedules, and destination terms agree. They determine the contacts to make or reference sources to check to investigate and resolve routine or recurring discrepancies related to item and/or price differences, leftover funds (unliquidated obligations), quantities outside allowable variances, and similar problems. Employees identify the reason for the discrepancy and initiate action



to correct records and documents. Using well-established procedures, they determine whether the contract file is complete and ready for closeout.

- Employees assist contract specialists during the bid opening process. They schedule bid openings, open bids, and abstract important bidder information, such as bidder name and address, line items and prices quoted, and quantities. They review recurring offers for a variety of commercial items and note whether exceptions were taken to solicitation terms and conditions and whether vendors have completed required blocks of information. For example, they note whether the vendor bid on all line items and if the vendor has added or deleted clauses or provisions. They provide information to vendors on the bid process and requirements for submission. They select the appropriate form letter for use to notify vendors of award, nonselection, late submission, or other determinations.
- Employees create automated contract, item, and special reporting files. They compare buyer-coded source documents to the hard copy contract to detect incompatible or questionable elements, such as those related to firm size, contract type, kind of contract action, and to confirm, as necessary, that a subcontracting plan is attached. Employees access the appropriate files to add, delete, revise, retrieve, or print out routine information or changes related to assigned contracts. They determine how to resolve computer edits related to these files using standard approaches.
- Employees monitor deliverables by establishing and maintaining purchase or contract tickler files for purchases. They examine files for late delivery and urgent orders, and telephone or send the appropriate form letters to vendors to get status or reasons for delays. They answer recurring questions from various personnel about the status of requisitions, changes in orders and delivery dates, and reasons for delays. They check appropriate computer listings, procurement documents, or other available records or files to obtain information on assigned contracts or orders.

#### *Level 1-4 -- 550 Points*

The work requires indepth or broad knowledge of a body of procurement regulations, procedures, and policies related to one or more procurement phases or functions. This includes, for example:

- knowledge of the wide variety of interrelated steps and procedures required to assemble, review, and maintain procurement files related to complex contracts (e.g., large purchases for specialized supplies, or large purchases for services and construction);
- knowledge of what constitutes acceptable delays for individual items or services to monitor contractor performance and coordinate/recommend corrective action;
- knowledge of a variety of procurement functional areas and their relationship to other functions, such as inventory management, cataloging, transportation, and supply, to research errors or investigate complaints that require, for example, reconstructing and

reconciling incomplete information or performing other nonstandard procedural assignments;

- knowledge of the requirements of various contract clauses and special laws (e.g., Davis-Bacon, Service Contract, Prompt Payment Acts, progress payments, first article production/testing requirements) to ensure the inclusion of necessary information or supporting documentation in bid and solicitation packages, and to monitor contractor compliance with contracts that contain these or similar provisions;
- knowledge of automated procurement systems to reconcile errors that require an understanding of nonstandard procedures or to provide subject-matter assistance in the development of automated procurement procedures for clerical operations; and/or
- knowledge of a wide variety of procurement clerical operations and procedures to resolve nonstandard transactions, complaints, or discrepancies.

### Illustrations:

- Employees support contract specialists who are purchasing construction and services. They determine applicable labor laws, request wage rates from the Department of Labor, and monitor contractor payrolls for compliance with minimum wage rates. They summarize complaints of violations of labor laws and forward these and any supporting documents to the contracting officer. They assist higher level employees with investigating bidder qualifications by reviewing bid bonds for sufficiency of amount and acceptability of surety, and by conducting reference checks on contractors (e.g., calling previous users of the service and checking various procurement files for indications of poor performance). For planning purposes, they develop milestones for solicitation issuance, bid opening, prenegotiation meetings, and award dates using a knowledge of contracting steps and lead times. Based on contacts with the contractor, they prepare routine modifications to the contract for the contracting officer's signature (e.g., name or address changes). Employees examine contract files for the purpose of gathering and summarizing relevant information for use by contract specialists or others in responding to protests and congressional inquiries.
- Employees investigate payment discrepancies on closed contracts. They review and reconstruct contract files that contain many line items, destinations, vouchers, invoices, modifications, and letters. They compare contract files to other, sometimes conflicting records (e.g., finance or supply records) to decide a course of action. They conduct extensive searches of computer records and/or manual files to find missing information. They contact a wide variety of personnel to obtain written verifications relating to shipment, delivery, receipt, and/or payment of items. They determine reasons for discrepancies and prepare the necessary forms and letters to initiate corrective action.
- Employees support contracting personnel by monitoring the work progress and the delivery status of contracts for made-to-order items, items with a shelf life, or buys of similar difficulty. Through discussions with contractors, they obtain reasons for delays

and make recommendations to the contracting officer or other appropriate authorities. For example, they may recommend extending the delivery date, charging a late fee, shifting delivery destinations, canceling remaining items, withholding partial or final payments, or terminating the contract. They consider factors such as the contractor's previous performance, shelf life or production stage of the item, requisitioner's needs, and reasons for delay. Employees coordinate requests for deviations from contract terms or specifications with the appropriate contracting personnel. They decide whom to contact (e.g., inventory managers, industrial specialists, engineers, equipment specialists, quality assurance personnel) to assist the contractor in resolving production problems caused by difficulty in locating sources of supply, identifying substitute materials, meeting specifications, repairing equipment breakdowns, etc. They alert contracting personnel of actual or potential problems in production or progress and actions they have taken to initiate resolution of these problems.

## **FACTOR 2, SUPERVISORY CONTROLS**

### *Level 2-1 -- 25 Points*

The supervisor or other designated authority makes specific assignments and provides clear, detailed, and specific instructions for all tasks.

The employee works as instructed and consults with the supervisor on matters not specifically covered in the original instructions.

All work is closely controlled either through the structured nature of the work itself, through review in-progress, or through review of completed work for accuracy, adequacy, and adherence to instructions and established procedures.

### *Level 2-2 -- 125 Points*

The supervisor or other designated authority provides standing instructions on recurring assignments by indicating what is to be done, applicable policies and procedures to follow, quality and quantity of work expected, deadlines, and priority of assignments. For example, standing instructions may cover the steps involved in processing procurement documents. This guidance may include an explanation of how to--

- screen documents for missing or incompatible information;
- assemble and prepare the forms, clauses, or other paperwork that make up the order or contract file;
- use reports or other data to monitor the status of deliverables;
- recognize and reconcile discrepancies, and prepare contract and order files for closeout; and/or

- use automated systems to access, retrieve, and generate various procurement data and reports.

The supervisor provides additional, specific guidance and reference sources on new or difficult assignments (e.g., assignments not covered by standing instructions).

The employee uses initiative to perform recurring or individual assignments. The employee also resolves recurring problems independently (e.g., investigates recurring discrepancies in procurement documents, obtains missing information from originators, or explains procedural requirements). The employee refers situations not covered by instructions or precedents to the supervisor for decision or help.

The supervisor evaluates the accuracy and adequacy of completed work and methods used through indicators, such as the frequency and nature of problems resulting from errors in processing, problems with responding to inquiries or requests, the nature and frequency of complaints from serviced employees or others, and through a review of reports or other controls built into the system.

### *Level 2-3 -- 275 Points*

The supervisor or other designated authority assigns work with standing instructions on objectives, priorities, and deadlines, and provides guidance for unusually involved situations.

The employee plans and carries out successive steps necessary to perform procurement support tasks and uses accepted practices or procedures to resolve problems and deviations. Problems include, for example, orders for large or small purchases that cannot be assembled, processed, monitored, or otherwise acted on using standing procedures or practices. This may result because of the specialized nature of the item or problems, the existence of various conflicting documentation, the lack of documentation or information available, or other conditions.

The supervisor reviews completed work for technical soundness, appropriateness, and conformity to policy and requirements. The methods used to complete the assignment are not usually reviewed in detail.

## **FACTOR 3, GUIDELINES**

### *Level 3-1 -- 25 Points*

Specific, detailed guidelines, such as desk procedures, checklists, code books, oral or written instructions, or samples cover the important aspects of the work. For example, the guides cover step-by-step procedures on how to sort, control, and route requisition and bid information; perform simple tracking of order or contract status; or identify routine information missing from procurement documents.

Employees follow clear-cut guidance when, for example, sorting incoming or outgoing procurement documents into appropriate categories, entering a few routine data elements into manual logs or automated systems, and controlling the flow of specified documents. The employee strictly follows guidelines and refers deviations to the supervisor or others for assistance or resolution.

### *Level 3-2 -- 125 Points*

A number of established procedures and specific guidelines are available in the form of desk procedures, commercial catalogs, Federal supply code manuals, specific acquisition regulations, precedent actions, and coding and processing manuals.

Because of the number and similarity of guidelines and work situations, the employee must use judgment to identify and select the most appropriate procedures to use, choose from among several established alternatives, or decide which precedent actions to follow as a model. There may be omissions in guidelines, and the employee is expected to use some judgment and initiative to handle aspects of the work not completely covered (e.g., when responding to vendor questions or organizing daily tasks). The employee refers situations requiring significant judgment to the supervisor or others for guidance or resolution.

### *Level 3-3 -- 275 Points*

Guidelines are the same as Level 3-2 but are not completely applicable to many aspects of the work because of the problem solving or complicated nature of the assignments. For example, in gathering material to respond to a contractor's protest or to resolve problems encountered in acquisition closeout, the employee determines relevant information by reviewing and reading various documents in contract files and procurement records. When reconstructing an incomplete contract file, the employee may have to rely on experienced judgment, rather than guides, to fill in gaps, identify sources for information, and make working assumptions about what transpired.

The employee uses judgment to interpret guidelines, adapt procedures, decide approaches, and resolve specific problems. This includes, for example, using judgment to reconstruct incomplete contract files, devise more efficient methods for procedural processing, gather and organize information for protests or inquiries, or resolve problems referred by others (e.g., ones that could not be resolved at lower levels). The employee analyzes the results of applying guidelines and recommends changes. These changes may include, for example, suggesting the development of controls, training, or specific guidance related to the procedural handling of documents and information.

## FACTOR 4, COMPLEXITY

### *Level 4-1 -- 25 Points*

The work consists of clear-cut repetitive tasks such as entering a few items of data to produce routine documents, or locating and retrieving requested items of information from established files.

The employee has little or no choice regarding a course of action. The sequence of steps used to perform each task are described in detailed instructions.

The employee takes action according to specific instructions. The tasks assigned are very routine and are easily mastered.

### *Level 4-2 -- 75 Points*

The work involves performing related procedural duties in processing procurement transactions. For example, purchase request processing may include verifying various codes and item information, checking calculations, assembling the appropriate order and document control forms, entering data into automated or manual files, and distributing documents to the appropriate personnel.

The employee makes decisions, such as how to sort incoming documents, locate and assemble information, and correct errors based on a review or knowledge of similar cases or samples, or by selecting from among other clearly recognizable alternatives. The employee considers factors such as the appropriate format, content, or processing requirements for each transaction. For example, when investigating a few routine item or payment discrepancies, the employee considers which established approach best fits the circumstances.

Actions taken are similar although the specific pattern of actions taken may differ (e.g., order and kinds of contacts made, reference sources checked, corrections made) depending on the given discrepancy and the information present in procurement or other files.

### *Level 4-3 -- 150 Points*

The work involves performing various procurement support duties involving the use of different and unrelated procedures and methods. The use of different procedures may result, for example, because

- transactions are not completely standardized;
- deadlines are continually changing;
- functions assigned are relatively broad and varied; or

- transactions are interrelated with other systems (e.g., supply) and require extensive coordination with various personnel depending on the nature of the problem.

The employee identifies the nature of the problem, question, or issue, and determines the need for and obtains additional information through oral or written contacts and by reviewing regulations and manuals. The employee may have to consider previous actions and understand how these actions differ from or are similar to the issue at hand before deciding on an approach.

The employee makes recommendations or takes action based on a case-by-case review of the issues or problems involved in each assignment or situation. For example, employees--

- use different established procedures to process applications for contracting officer warrants, review vendors' applications for bidder's mailing lists, screen incoming purchase request item descriptions for accuracy and adequacy, and monitor the status of purchase orders;
- review and reconcile various documents and records and resolve a variety of problems through coordination with vendors and personnel in receiving, supply, and buying offices;
- assemble and review various solicitation packages that involve numerous line items, contract clauses, provisions, and attachments for incompatible information or administrative discrepancies;
- provide procurement support work throughout the procurement cycle by assembling contracts, abstracting bids, processing amendments and modifications, monitoring the status of deliveries, reconciling invoices, and preparing information for closing out contracts; or
- assist in production surveillance functions by reviewing and controlling the flow of various automated products, maintaining delivery schedule records, obtaining and verifying delivery data, reconciling incompatible information, and reviewing nontechnical information submitted by contractors to evaluate reasons given for actual or anticipated delinquencies.

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

### *Level 5-1 -- 25 Points*

The purpose of the work is to perform limited, repetitive, or closely related tasks, such as logging routine requisition data, sorting and routing procurement documents, and/or verifying repetitive kinds of data.

Work products primarily facilitate the work of higher graded employees. For example, processing work may involve separating purchase requests into a variety of categories and

routing them accordingly, entering line item or other data into the computer to enable higher grade worker to access information directly from the system, or preparing final copy of purchase orders or contracts and double checking figures before returning the documents to higher grade workers. The work relieves higher grade employees of some of the more procedural aspects of their work.

### *Level 5-2 -- 75 Points*

The purpose of the work is to perform a range of procurement support tasks that are covered by well-defined and precise program procedures and regulations.

Work products, in the form of corrected errors, assembled orders and contracts, or records of contacts and discussions about status or delays affect the accuracy and reliability of the work of contracting specialists and personnel in related functions. For example, correcting data in automated or manual records enables others to base decisions on accurate information.

### *Level 5-3 -- 150 Points*

The purpose of the work is to apply conventional practices to treat a variety of problems in procurement transactions. Problems might result, for example, from insufficient information in contract files, a need for more efficient processing procedures, requests to expedite urgently needed items, or a contractor's inability to meet delivery schedules. The employee treats these or similar problems in conformance with established procedures.

The work results in recommendations, solutions, or reports that directly affect customer or vendor relations or operations. For example, after reviewing delivery reports or calling contractors, the employee identifies shipment delinquencies, obtains reasons for delays, and initiates necessary coordinative action to enable delivery or continued progress.

## **FACTOR 6, PERSONAL CONTACTS AND FACTOR 7, PURPOSE OF CONTACTS**

Match the level of regular and recurring personal contacts with the purpose of the contacts and credit the appropriate point value using the chart below.

### *Persons Contacted*

1. Contacts are with workers in the immediate organizational unit or in closely related support units (e.g., print shops).

AND/OR



Contacts are with employees outside the organization or with members of the general public in very highly structured situations. For example, contacts may be with vendors who are seeking copies of solicitation packages or who are distributing their catalogs, or customers who want to check on the status of their orders.

2. Contacts are with employees in the same agency, but outside the immediate organization. For example, contacts may be with personnel in supply, finance, contracting, and engineering offices. Contacts also may be with employees in other agencies who are providing requested information.

AND/OR

Contacts are with members of the general public in a moderately structured setting. For example, contacts may be with contractors who are explaining reasons for delays or who are attempting to expedite urgently needed items, or with sales representatives who are interested in doing business with the activity.

*Purpose of Contacts*

- A. The purpose of the contacts is to obtain, clarify, or provide information related to procurement support assignments. This may involve answering a simple question, such as whether a requisition has been received. It may also involve explaining more technically oriented subject matter, such as training an employee in how to assemble a complex contract, or answering bidders' questions about solicitations.
- B. The purpose of the contacts is to plan and coordinate actions to correct or prevent errors, delays, or other complications occurring during the procurement cycle. This may involve obtaining a vendor's cooperation in submitting paperwork or other information, requesting supply technicians or other personnel to correct errors in documentation or data entry, or assisting contractors in locating sources, raw materials, or equipment.

P U R P O S E			
C O N T A C T S		a	b
	1	30	60
	2	45	75

## **FACTOR 8, PHYSICAL DEMANDS**

### *Level 8-1--5 Points*

The work may require some physical effort, such as standing, walking, bending, or sitting. There are no special physical demands.

## **FACTOR 9, WORK ENVIRONMENT**

### *Level 9-1--5 Points*

The employee works in an office setting involving everyday risks or discomforts. Normal safety precautions are required.