

U.S. Office of Personnel Management
Division for Human Capital Leadership & Merit System Accountability
Classification Appeals Program

Atlanta Field Services Group
75 Spring Street, SW., Suite 1018
Atlanta, GA 30303-3109

Classification Appeal Decision
Under section 5112 of title 5, United States Code

Appellant: [appellant]

Agency classification: Supervisory Transportation Assistant
(OA)
GS-2102-7

Organization: [name] Division
[organization]
Commander, Navy Installations
Department of the Navy
[location]

OPM decision: Transportation Assistant
GS-2102-7

OPM decision number: C-2102-07-02

Marta Brito Pérez
Associate Director
Human Capital Leadership
and Merit System Accountability

September 3, 2004

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).

Since this decision changes the classification of the appealed position, it is to be effective no later than the beginning of the fourth pay period after the date of this decision (5 CFR 511.702). The servicing human resources office must submit a compliance report containing the corrected position description and a Standard Form 50 showing the personnel action taken. The report must be submitted within 30 days from the effective date of the personnel action. Since position descriptions must meet the standard of adequacy in the *Introduction to the Position Classification Standards*, section III.E, the appellant's position description must also be revised, as discussed in this decision.

Decision sent to:

PERSONAL

[appellant]

[organization]

[address]

[address]

[location]

[name]

Staffing/Classification Program Manager

Department of the Navy

Human Resources Office

[address]

[location]

Mr. Wayne Tripp,

Acting Classification Program Director

Department of the Navy

Human Resources Service Center, Southwest

525 B Street, Suite 600

San Diego, CA 92101-4418

Director, Office of Civilian Human Resources

Department of the Navy

ATTN: Code 00

614 Sicard Street, SE., Suite 100

Washington Navy Yard, DC 20374-5072

Introduction

On October 10, 2003, the Atlanta Field Services Group of the U.S. Office of Personnel Management (OPM) accepted a classification appeal from [appellant]. She is employed as a Supervisory Transportation Assistant (OA), GS-2102-7, in the [name] Division, [organization], Commander, Navy Installations, Department of the Navy, [location]. The appellant requests that her position be reclassified as Traffic Manager, GS-2130-9. We received the complete appeal administrative report from the agency on June 1, 2004. We have accepted and decided this appeal under section 5112 of title 5, United States Code (U.S.C.).

In reaching our classification decision, we have carefully reviewed all information furnished by the appellant and the agency, including her official position description and information obtained from a telephone audit of the appellant's position. We also interviewed the appellant's current supervisor, the Public Affairs Officer, and a Household Goods Functional Manager in the [name] Division, Naval Supply Systems Command (NAVSUP) who provides program guidance to the appellant.

Background

The appellant's agency reviewed a proposed position description for the appellant's position in July 2003 and sustained the classification of the appellant's position as a Transportation Assistant, GS-2102-7. Along with her letter of appeal, the appellant furnished a proposed position description titled as Traffic Manager. The agency's initial appeal administrative report included a certification by both the appellant and her former supervisor that the appellant's position description of record was inaccurate. The supervisor stated that a proposed Traffic Manager position description was accurate. Subsequently, a third position description, number [#], was prepared and the appellant was officially reassigned to it. The supervisor and the appellant certified the position description, as accurate on April 16, 2004, and May 24, 2004, respectively. The new official position description updated and detailed duties identified in the previous official position description, but did not change the essential duties and responsibilities which served as the basis of the appeal. The agency confirmed that the new position description was substantially the same as the former one.

General issues

The appellant mentions her personal qualifications, including a Bachelor of Science degree in Business Education. Qualifications are considered in classifying positions only insofar as they are required to perform the current duties and responsibilities of an appellant's position. Therefore, we have considered the appellant's personal qualifications to the extent that they were needed for this purpose, along with all other information furnished by the appellant and her agency, including her official position description, number [#].

Position information

A position description is the official record of the major duties and responsibilities assigned to a position by an official with the authority to assign work. A position is the duties and

responsibilities that make up the work performed by an employee. Position classification appeal regulations permit OPM to investigate or audit a position and decide an appeal on the basis of the actual duties and responsibilities currently assigned by management and performed by the employee. An OPM appeal decision classifies a real operating position and not simply the position description. Therefore, this decision is based on the work currently assigned to and performed by the appellant and sets aside any previous agency decision.

Our fact-finding revealed that the appellant's position description overstates the responsibility, complexity, and difficulty of the duties assigned to and performed by her. The appellant's primary function is providing support transportation functions for the [organization]. She does not develop policy and procedures as identified in the official position description, and her position does not have the operational scope implied by some of the duty statements in the position description. For example, the position description states that the incumbent develops various policies and procedures, including operating procedures for individual items having special handling, packaging, or unique requirements. It also states that the incumbent analyzes and evaluates legislative and regulatory proposals for potential impact on transportation programs and prepares implementing guidance; resolves broad and complex transportation problems; and plans, designs, and carries out traffic management studies. These are program management duties and responsibilities that are retained by program management staff at NAVSUP and the Surface Deployment and Distribution Command (SDDC) which manages the Department of Defense's (DoD) personal property program.

Since position descriptions must meet the standard of adequacy in the *Introduction to the Position Classification Standards*, the appellant's agency must revise her position description to meet that standard based on the facts established in this certificate.

The appellant's position is designated by the Commanding Officer of the school as transportation officer for the school. As such, the appellant is responsible for carrying out DoD and agency regulations and instructions in planning and controlling the movement and non-temporary storage of personal property, mobile homes, and personally owned vehicles for all eligible military and civilian personnel. As needed, she also provides personal counseling services for other eligible DoD personnel located in the surrounding county and movement of Government property for the school. The work involves worldwide movement of large and small shipments, including special items, for inbound and outbound traffic. For approximately 90 percent of her time, the appellant implements DoD and agency policies, regulations, and procedures and counsels personnel, individually or in groups, on transportation entitlements and their responsibilities for the movement and storage of personal property. She also advises personnel on submission of claims involving damaged or missing items of household goods, unaccompanied baggage, damage to privately owned vehicles, and losses at assigned quarters. She selects authorized carriers or agents, identifies transportation or storage requirements, reviews documentation for services, and certifies valid movement of personal property and carrier payment. The appellant analyzes and takes action to resolve a variety of problems that may arise with contract carriers or military personnel concerning services. She issues standard warning letters and suspends carriers or agents for regulatory or contractual infractions, e.g., drinking on the job, delivering shipments late, etc., and consults with SDDC staff on handling more serious issues. The appellant inspects packing and shipment services, primarily by

customer phone survey, but may randomly perform on-site inspections. She serves as a Contracting Officer's Representative (COR) for contracts. The appellant coordinates with contract carriers and agents on schedules, rates, activities, and responsibilities and monitors, evaluates, and reports their performance to SDDC or NAVSUP program offices. She is responsible for accuracy of invoices, coordination of transaction documents, and data entry for processing payments.

The appellant also spends approximately five percent of her time as the local functional system administrator for the Transportation Operational Personal Property Standard System (TOPPS). She uses it for record keeping, processing actions, and preparing reports and is responsible for installing new software, maintaining security of records, etc. She also uses the Power Track system to verify tariffs and initiate invoice payment for freight. The structure and use of these systems are not within the appellant's or her activity's control. For approximately five percent of her time, the appellant also supervises one employee. The appellant occasionally oversees the work of military transient employees who are assigned to the transportation office for very short and unscheduled periods of time, e.g., up to two weeks, while awaiting orders.

The school's Public Affairs Officer, a military officer with a supply corps background, provides minimal supervision. The appellant independently plans and carries out the work using applicable policies, guidelines, procedures, and precedent. She provides weekly program status information to the supervisor and refers significant controversial or operational problems to him. Traffic management specialists from NAVSUP provide transportation interpretative guidance and assistance with unusual problems. Program staff specialists from SDDC provide assistance with carrier problems as requested.

Series determination

The appellant stated that her position should be classified in the Traffic Management Series, GS-2130, and titled Traffic Manager. The GS-2130 series covers positions that perform, administer, or supervise technical and analytical work concerned with planning, development, and execution of traffic policies and programs; or that direct and manage programs to obtain the economical and efficient transportation of freight, personal property, and/or passengers. The work primarily requires knowledge of Federal traffic management principles and policies; transportation industry operations, practices, and capabilities; special handling or movement requirements associated with freight, passengers, or other transportation operations; and the relationship of traffic management to other agency or organizational programs and functions.

The Classifier's Handbook provides general guidance on how to decide the appropriate series for various kinds of work, including determining positions properly classified in two-grade interval administrative series and those classified in one-grade interval support series. To decide the proper series, we must consider the characteristics and requirements of the work as well as management's intent for establishing the position.

Support work usually involves proficiency in one or more functional areas or in certain limited phases of a specified program. Normally a support position can be identified with the mission of a particular organization or program. The work usually does not require knowledge of the

interrelationships among functional areas or organizations. Employees who perform support work follow established methods and procedures. They may occasionally develop work plans or recommend new procedures, but these typically are related to the employee's individual assignment or immediate work unit. Support work can be performed based on a practical knowledge of the purpose, operation, procedures, techniques, and guidelines of the specific program area or functional assignment.

Administrative work, on the other hand, primarily requires a high order of analytical ability combined with a comprehensive knowledge of (1) the functions, processes, theories, and principles of management; and (2) the methods used to gather, analyze, and evaluate information. Administrative work also requires skill in applying problem solving techniques and skill in communicating effectively both orally and in writing. Administrative positions do not require specialized education, but they do involve the type of skills (analysis, research, writing, judgment) typically gained through college level education or through progressively responsible experience. Administrative work often involves planning for and developing systems, functions, and services; formulating, developing, recommending, and establishing policies, operating methods, or procedures; and adapting established policy to the unique requirements of a particular program.

The analyses performed by the appellant primarily involve gathering data on eligible personnel and determining entitlements for transportation or non-temporary storage of personal property. She also evaluates adequacy of contractors and their agents' services. Her analysis of specific personal property situations is based on information that is readily apparent and for which established methods and procedures can be applied. These types of assignments do not require a high order of analytical ability or problem solving techniques typical of administrative positions appropriately classified in two-grade interval series, such as the GS-2130 series.

The primary purpose of the appellant's position is to provide transportation services involving personal property for eligible personnel. The work involves a variety of procedural duties in connection with inbound and outbound traffic, non-temporary storage, coordination with carriers and their agents, and quality control of transportation services. The paramount requirement is knowledge of both DoD and agency regulations, policies, and procedures governing transportation and non-temporary storage of personal property. The appellant's advice to customers in planning for and obtaining transportation services is based on the exercise of the same knowledge.

The Transportation Clerk and Assistant Series, GS-2102, includes one-grade interval positions that involve supervising or performing work to arrange transportation for or perform other actions in connection with the movement of freight, passengers, or personal property by Government or commercial means. This series also includes other transportation support work not covered specifically by another one-grade interval series in the Transportation Group. The work requires a practical knowledge of the regulations and methods governing traffic management or transportation programs. As discussed in the Occupational Information section of the GS-2102 standard, personal property shipment work involves duties such as determining and advising on entitlements or procedures for personal property temporary storage and shipment, preparation of cost estimates, selection and arrangements for carriers of property, and

establishment and maintenance of records. Work also includes preparation and issuing necessary paperwork, responding to customer complaints or problems, and reconciling and certifying bills related to transportation actions. These duties and responsibilities closely match those of the appealed position which is properly classified to the Transportation Clerk and Assistant Series, GS-2102.

Title and standard determination

The agency titled the appellant's position as Supervisory Transportation Assistant (OA). Based on the titling practices in the GS-2102 series, positions at the GS-5 grade level and above are properly titled as Transportation Assistant. The Office Automation Grade Evaluation Guide (OAGEG) authorizes addition of the parenthetical title *Office Automation* or *OA* to the title of positions excluded from the Office Automation Clerical and Assistance Series, GS-326, when such positions require significant knowledge of office automation systems and a fully qualified typist (40 words per minute) to perform word processing duties. The appellant's duties and responsibilities involve the use of automation software in the preparation of informal correspondence, reports, data entry, and form completion. However, the appeal record information (position description, performance standards, discussion with the supervisor, etc.) does not reflect that a fully qualified typist is required for the performance of the OA work. Therefore, the addition of the parenthetical title is inappropriate for this position.

Similarly, the addition of *Supervisory* as a prefix to the title is not warranted. The GS-2102 series authorizes use of the supervisory title for positions that meet the criteria in the General Schedule Supervisory Guide (GSSG). One of the requirements for coverage by the GSSG is that a position's supervisory and related managerial responsibilities constitute a major duty occupying at least 25 percent of the position's time. The appellant supervises one permanent position, a Transportation Assistant (OA), GS-2102-5. The position description for this position indicates that it has responsibility for completion of routine tasks and refers only unusual situations to the supervisor for guidance. The appellant's position description indicates that supervision of this position occupies five percent of the appellant's time. Our fact finding confirmed that this is a reasonable time estimate since the position supervised functions under normal supervision. The appellant's authority and responsibility for transient military positions are minimal and do not meet basic GSSG criteria for consideration of these positions as part of the supervisory workload. They do not affect the classification of the position. Since the appellant's position does not perform supervisory responsibilities for at least 25 percent of the time, the supervisory title is inappropriate.

The appellant's position is properly classified as Transportation Assistant. The grading criteria in the GS-2102 series standard are used to evaluate the position.

Grade determination

The GS-2102 position classification standard is written in the Factor Evaluation System (FES) format, which employs nine factors. Each factor is evaluated separately and is assigned a point value consistent with factor level definitions described in the standard. The total points are converted to a grade by use of a grade conversion table. Under the FES, each factor level

description describes the minimum characteristics needed to receive credit for the described level. Therefore, if a position fails to meet the criteria in a factor level description in any significant aspect, it must be credited at a lower level. Conversely, the position may exceed those criteria in some aspects and still not be credited at a higher level. Our evaluation with respect to the nine FES factors follows.

Factor 1, Knowledge required by the position

This factor measures the nature and extent of information or facts which the employee must understand to do acceptable work (e.g., steps, procedures, practices, rules, policies, theories, principles, and ideas) and the nature and extent of skills needed to apply that knowledge. The agency credited Level 1-4.

At Level 1-4, the highest level identified in the standard, the work requires knowledge and application of an extensive body of transportation regulations, methods, and practices to perform a wide variety of interrelated or nonstandard transportation support assignments and resolve a wide range of problems. It requires knowledge of transportation regulations that relate to the movement of a wide range of specialized shipments; entitlements and documentation requirements for domestic or foreign relocation travel allowances; and automated transportation systems to reconcile errors that require an understanding of nonstandard transportation procedures. It may also require knowledge of the requirements of various transportation regulations or operations to monitor and report on carrier compliance with contract terms, safety provisions, or other transportation programs. This work typically involves knowledge of report preparations and skill in analyzing factual information to document carrier deficiencies or areas of noncompliance and make recommendations for action.

In the personal property function, employees determine and advise on entitlements or procedures, such as the type and quantity of personal property that can be moved at Government expense and storage entitlements, movers' liabilities, and prohibited items. They advise on the various methods of movement and the paperwork necessary to document moves. They substantiate claims for reimbursements, expenses, or damage to goods. Employees arrange for the movement of special items, such as mobile homes, house trailers, campers, and large boats and serve as the contact point for resolving problems related to assigned shipments moves (e.g., conditions requiring in-transit action).

The appellant's position meets, but does not exceed Level 1-4. As at this level, the work requires that the appellant perform, or oversee performance, of a variety of personal property transportation functions, i.e., shipment, storage, document processing, system administration, and contract monitoring. It requires knowledge of an extensive body of regulatory requirements to authorize and approve requests for shipment and storage of personal property resulting from domestic or foreign relocation travel. The appellant counsels both civilian and military personnel, either individually or in groups, and must be knowledgeable of the entitlements and varying requirements for all military branches, e.g., weight allowances to overseas sites, especially to Japan, vary among the military service branches. Comparable to Level 1-4, she ensures all paperwork associated with the personal property entitlements, shipment, and temporary storage is accurate, reconciling problems as needed, and is processed. The appellant

is the local TOPPS system administrator and traces data entries to reconcile processing errors. She oversees shipments that include special items, such as mobile homes, personally owned vehicles, pianos, hot tubs, etc., requiring special handling. The appellant approves and disapproves shipments of specific items and makes determinations on the necessity of items for immediate shipment. She selects appropriate carrier, pre-approves services, surveys or physically inspects packing and shipment activities, evaluates services, and certifies payment vouchers and documents covering purchases and services obtained for personal property. She resolves problems with shipments and storage and analyzes factual information in order to document carrier deficiencies and identify shipment problems and need for alternate actions. She also contacts SDDC when having problems with carriers and has authority to issue standard warnings and suspend carrier actions if necessary. The appellant also assists personnel in preparation of claims for damages or lost property.

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 individual employee's responsibilities, and review of completed assignments. The agency credited Level 2-3.

At Level 2-3, the highest level identified in the standard, the supervisor outlines objectives, priorities, and deadlines and provides guidance on dealing with unusually involved or one-of-a-kind situations. Employees independently plan and carry out the successive steps to complete transportation support duties and use accepted practices to resolve problems and deviations which may result because of the specialized nature of the 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, which in some situations may only be after the fact in response to complaints from customers. The methods the employee uses to complete the assignments usually are not reviewed in detail.

The position meets, but does not exceed Level 2-3. As at this level, the appellant independently plans and carries out day-to-day personal property operations for the transportation and temporary storage assignments and resolves problems encountered. The supervisor assists with operational or controversial problems when necessary and NAVSUP and SDDC staff specialists provide guidance and assistance with unusual problems and difficult interpretations. While the methods the appellant uses to complete her responsibilities are not reviewed in detail, completed work is reviewed through reports, appropriateness, adherence to policy, and customer feedback.

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 credited Level 3-3.

At Level 3-3, the highest level described in the standard, guidelines are similar to Level 3-2 in that there are numerous guidelines requiring judgment to identify and select the appropriate reference and procedure. However, at Level 3-3, guidelines are not completely applicable to many aspects of the work because of the problem solving or complicated nature of the assignments. Employees use judgment to interpret guidelines, adapt procedures, decide approaches, and resolve specific problems.

The position meets, but does not exceed Level 3-3. The appellant uses technical guidelines, such as DoD Joint Federal Travel Regulations, Navy instructions and guides, rate solicitations, agency TOPPS system handbook, consignment guides, and precedents in performing work. She uses these to advise personnel on shipment methods, determine entitlements, select carriers and ensure quality control, ensure documentation accuracy, and resolve problems. The regulations and guides are not always completely applicable to the appellant's work and require her to use judgment in determining or recommending best options for shipment or storage, or a combination of these, within member entitlements, e.g., advisability of a "do it yourself" move or in-transit storage. The appellant also makes judgments on the need for in-transit intervention, e.g., carrier driver strikes, severe weather situations, personnel changing moves, etc. Additionally, she uses judgment in evaluating carrier service, adequacy of pre-survey by agents, personal property that may be designated as necessities for relocation, and appropriate handling for special items, such as a large grandfather clock, pianos, hot tubs, etc.

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 credited Level 4-3.

At Level 4-3, the highest level described in the standard, the work involves performing one or more transportation support functions that require the use of different and unrelated procedures and methods. The use of different procedures may result because assignments received are relatively broad and varied; work methods are not completely standardized; or transactions are interrelated with other systems and often require extensive coordination with various, different personnel. Employees identify the nature of the request, problem, or issue, and determine the need for and obtain additional information through oral or written contacts and review of regulations and manuals. Employees 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. Employees make recommendations or take actions based on a case-by-case review of pertinent transportation regulations and documents.

The position meets, but does not exceed, Level 4-3. As at this level, the appellant's work involves a transportation support function, personal property transportation and non-temporary storage, and her assignments are broad and varied in that the appellant performs or oversees the full range of domestic or international shipments or storage of routine household goods and special items. Duties require the appellant to interpret and clarify transportation regulations and entitlement provisions for carrier and entitled personnel and review agency publications and messages for changes in policy or procedures. She, either personally or through a subordinate, selects methods and modes of transportation, coordinates transportation arrangements, monitors shipments and services, and diverts and arranges movement by alternate means when necessary. She also counsels personnel on basic entitlements and responsibilities, available options, such as increased valuation for property and do-it-yourself moves, and claims preparation for damaged or lost items. Comparable to Level 4-3, the appellant resolves individual problems of a procedural or factual nature by tracing, locating, and diverting shipments; reviewing documentation, such as bills of lading, transportation control and movement records, contractor contractual obligations, tenders of service, and tariffs; contacting carriers and agents; inspecting services, etc.

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., the purpose, breadth, and depth of the assignment, and the effect of work products or services both within and outside the organization. The agency credited Level 5-3.

At Level 5-3, the highest level described in the standard, the purpose of the work is to apply conventional practices to treat a variety of problems in transportation transactions. The employee treats problems encountered by applying established procedures. In some situations, the work results in recommendations, actions, or reports that affect the ability of serviced programs to conduct business adequately. In other work situations, the quality of the transportation advice and decisions may affect the operation of certain programs. In still other situations, the work may affect the physical well-being of persons, or it may affect substantial costs incurred by the agency or activity.

The position matches, but does not exceed, Level 5-3. The purpose of the appellant's work is to provide efficient, responsive, and quality transportation services. In performing her duties, the appellant applies applicable agency policies, regulations, instructions, and precedent to a variety of individual transportation situations and resolves problems that occur or refers them to others. Comparable to Level 5-3, her work affects transportation personal property transportation services at the activity level and her decisions relative to entitlements affect costs incurred by the agency. She also monitors and evaluates the services of contract carriers and their agents and has authority to issue warnings to them or suspend their activities. This may affect the efficiency of operations and the adequacy of investigations into non-compliance with agreements and contracts or investigations of violations of safety.

Level 5-3 is credited for 150 points.

Factors 6 and 7, Personal contacts and Purpose of contacts

These factors include face-to-face contacts and telephone dialogue with persons not in the supervisory chain and pertain to the reasons the contacts are made. The agency credited Level 2b.

Personal contacts

At Level 2, the highest level described in the standard, contacts are with employees in the same agency, but outside the immediate organization. Contacts at this level may also be with employees in other agencies who are providing, requesting, or coordinating actions and information and with the general public in a structured setting, e.g., representatives of moving companies, freight hauling companies, or commercial storage warehouses confirming information related to the transport and storage of items.

The position meets, but does not exceed, Level 2. The appellant's primary contacts are with school staff, eligible personnel and their families, staff within NAVSUP and SDDC, and representatives of commercial carriers and agents.

Purpose of contacts

At Level b, the highest level in the standard, the purpose of contacts is to plan and coordinate actions to prevent or correct errors, delays, or other complications from occurring.

The appellant's position meets, but does not exceed, Level b. As at this level, the appellant briefs personnel on their entitlements for personal property shipment and temporary storage, coordinates with carriers on activities and basic contract requirements, adequacy and accuracy of documentation, missing or damaged property, etc., and seeks assistance from higher agency staff levels on unusually difficult problems with carriers or entitlement determinations.

Level 2b is credited for 75 points.

Factor 8, Physical demands

This factor covers the requirements and physical demands placed on the employee by the work assignment. The agency credited Level 8-1.

At Level 8-1, the work may require some physical effort, such as standing, working, bending, or sitting. Comparable to this level, the appellant's work is generally sedentary in nature, but does require occasional walking, climbing and bending while inspecting packing and shipments. Unlike Level 8-2, the work does not require above average physical agility, such as the regular and recurring periods of prolonged standing, bending, stretching, and lifting typical of work at passenger check-in centers or shipment document pickup counters.

Level 8-1 is credited for 5 points.

Factor 9, Work environment

This factor considers the risk and discomfort in the employee's physical surroundings or the nature of the work assigned and the safety regulations required. The agency credited Level 9-1.

At Level 9-1, the employee works primarily in an office setting involving everyday risks or discomforts. Normal safety precautions are adequate. Like Level 9-1, the employee primarily works in an office setting and may go onsite for packing or shipment inspections. Unlike Level 9-2, the employee does not typically work in areas with moderate risks or discomforts that require the use of special safety precautions or wearing of protective clothing.

Level 9-1 is credited for 5 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. & 7. Personal contacts/Purpose of contacts	2-b	75
8. Physical demands	8-1	5
9. Work environment	9-1	<u>5</u>
<i>Total</i>		1485

The total of 1485 points falls within the GS-7 range (1355-1600) on the grade conversion table provided in the standard.

Decision

The appellant's position is classified as Transportation Assistant, GS-2102-7.