



United States  
**Office of  
Personnel Management**

Washington, DC 20415

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

**Appellant:** [appellant]

**Agency classification:** Illustrator  
GS-1020-9

**Organization:** [organization]  
Production Resources Department  
[location] Naval Shipyard  
Department of the Navy  
[location]

**OPM decision:** Illustrator  
GS-1020-9

**OPM decision number:** C-1020-09-01

/s/

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Robert D. Hendler  
Classification and Pay Claims  
Program Manager  
Center for Merit System Accountability  
Human Capital Leadership  
and Merit System Accountability

June 5, 2006

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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]

[address]

[appellant's representative]

[address]

Director, Human Resources Office

[organization]

Building [number]

[location] Naval Shipyard

[location]

Director, Labor and Employee Relations Division

Department of the Navy

Office of Civilian Human Resources (DON OCHR)

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## **Introduction**

On January 31, 2006, the Philadelphia Field Services Group of the U.S. Office of Personnel Management (OPM) accepted a classification appeal from [appellant]. His position is currently classified as Illustrator, GS-1020-9, which the appellant believes should be upgraded to GS-11. We received the agency appeal administrative report (AAR) on March 15, 2006. The position is located in the [organization], Production Resources Department, [location] Naval Shipyard, Department of the Navy, [location]. We have accepted and decided his appeal under section 5112 of title 5, United States Code (U.S.C).

## **Background**

The appellant states he has sought, for more than a year, to have his position upgraded to GS-11 based on his full range of activities at [organization]. He states he requested a review of his position after his office received new graphics equipment and was told by his supervisor to prepare a new position description (PD) describing his work. The draft PD was submitted to Human Resources for evaluation; and in September 2005 he received his current PD [number] classified, as before, as an Illustrator, GS-1020-9. He was officially reassigned to his current PD on November 13, 2005.

To help in deciding this appeal, we conducted telephone interviews with the appellant on April 18, 2006, and May 5, 2006, and telephone interviews with his team leader and supervisor on April 24, 2006. At our request, the appellant provided examples of his recent work and the names and telephone numbers of some of his customers. We also randomly selected and telephonically interviewed four of the appellant's customers.

## **General issues**

The appellant states "In my opinion all appropriate standards were not considered when rating my newly issued position description" and "There is not a specific standard available describing the characteristics of my duties and responsibilities." However, he does not refer to any other classification standard as being more appropriate for evaluating his position. Furthermore, the appellant asks that his position be classified as Illustrator, GS-1020-11; includes a copy of the Position Classification Flysheet for the Illustrating Series, GS-1020 which he states "generally defines my tasks;" and, as evidence of his performance of higher graded work, includes a copy of the Grade Evaluation Guide for Visual Arts Work (GEGVAW) with numbered bracketed sections corresponding to numbered sections of his current PD.

Both the appellant and his supervisor certify the appellant's PD of record is current, complete and accurate. A PD is the official record of the major duties and responsibilities assigned to a position or job by an official with the authority to assign work. A position is the work made up of the duties and responsibilities 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 assigned by management and performed by the employee (5 Code of Federal Regulations (CFR) 511.607(a)(1) and 609). An OPM appeal decision classifies

a real operating position, and not simply the PD. Therefore, this decision is based on the actual work assigned to and performed by the appellant.

The appellant's representative raises concerns over the performance plan provided by the agency as part of the requested AAR because the appellant's performance evaluation entries were removed prior to submission. Our letter to the agency requesting the AAR asked for "The performance plan and standards for the appellant's position. (Note: This does not include the performance evaluation of the appellant.)" The agency complied with our request in submitting the document.

The appellant's representative raises issues regarding the appellant's supervisor, who occupies a WS-4102-9, Painter Supervisor I job, stating he is not able to oversee the work of an Illustrator because he does not have the proper technical background or experience. He further states that no true supervisor exists in the agency because of the appellant's unique talents; the appellant is the only general schedule (GS) employee in his assigned shop; and while it may be appropriate for the supervisor to provide administrative oversight, he should not intercede regarding feedback of customer satisfaction with the appellant's work. The right to assign work, including delegated supervisory authority, is a management right (5 U.S.C. 7106(a)) not subject to review under the position classification appeals process. The series, title and grade of the appellant's supervisor's position have no direct affect on the classification of the appellant's position. Rather, it is the nature and degree to which supervisory controls impact the appellant's work that are considered in the position classification process.

The appellant and his representative make various other statements about the classification review processes conducted by his agency. By law, we must classify positions solely by comparing their current duties and responsibilities to OPM position classification standards (PCSs) and guidelines (5 U.S.C. 5106, 5107, and 5112). In adjudicating this appeal, our only concern is to make our own independent decision on the proper classification of the appellant's position. Because our decision sets aside any previous agency decision, the classification practices used by the appellant's agency in classifying his position are not germane to the OPM classification appeals process.

In reaching our classification decision, we have carefully considered all information furnished by the appellant and agency, the interviews with the appellant, his team leader, supervisor and customers, his current PD, and all other information of record. We find the PD of record covers the major functions assigned to and performed by the appellant and incorporate it by reference into this decision.

### **Position information**

The appellant provides illustration, graphic and lettering services for shipyard activities and serviced submarines/boats. He also occasionally performs assignments for submarines located at other shipyards. The appellant primarily uses a personal computer, digital printers, plotters and associated software. He occasionally also uses other materials such as pencils, colored pens, brush or airbrush applied oil paints, and/or water colors. The appellant prints most of his work on vinyl peel and stick material or cloth reinforced vinyl material. His work products include: 2

feet long by 2 feet wide building identification signs; street directional signs in various sizes; lettering on office doors; caution signs, e.g., asbestos, lead, cadmium, painting-no hot work in this area, etc., for [organization] personnel performing work on submarines; preprinted universal radiation signs, on which the appellant paints specific wording as directed by boat crew personnel (e.g., 20 minute exposure limit, etc.); mask in operation signs; numerous 1 to 3.5 inch long peel and stick decals for boat piping to indicate pipe content and direction of flow; vinyl stencils used by [organization] painters to paint draft marks on submarines without damaging exterior sound proofing tiles; 3 to 3.5 inch “details” (i.e., unit or submarine emblems including lettering and cartoon or proportional representations of submarines, equipment, etc.) printed on vinyl peel and stick material; 4 by 20 foot submarine welcome banners printed directly on cloth reinforced vinyl sheet material; 4 by 20 foot submarine banners printed with the boat’s name, detail (emblem) and slogan; safety program banners and stickers; training graphs and charts printed on Mylar for overhead display; and vinyl vehicle and hardhats decals. As requested, on an infrequent basis, the appellant prepares watercolor paintings or airbrushed oil paint details in accordance with customer defined specifications. In addition to vinyl surfaces, the appellant works on a variety of substrates including paper, cardboard, painted wood, aluminum, glass, and canvas.

Working from pictures, patches or drawings, the appellant manually copies/redraws existing details into digital file format using available computer hardware and software to eliminate blurriness, enhance the images and ensure they can be accurately reproduced. This accounts for 75 percent of his work on details. The appellant significantly modifies designs or develops entirely new detail designs during the remaining 25 percent of his detail work. When modifying available designs, he draws the image in digital format then coordinates with the customer to change it as desired, adding, revising or deleting colors, visual texture, shading, print fonts, particular elements/images, etc. For new original designs, the appellant prepares preliminary freehand pencil sketches and uses colored pens to capture the customer’s ideas on how the illustration should look and to provide a visual framework on which to build the final image. He then prepares a draft for the customer’s review and approval or suggested changes. Once the final version is completed, the appellant provides copies in the specified quantity.

The appellant completes most of his assignments in accordance with specific instructions including the particular design/image, size, color, and number of decals to be produced. For signs, the appellant prints proportionally appropriate decals, including numbering, lettering and/or details; measures and lays out the decal placement for best possible appearance and overall effect; peels off the backing material; and uses a squeegee to adhere the decals without trapping air under the vinyl. The placement of decals may require use of transfer tape to ensure proper intervals of letters and numbers.

The appellant typically receives work assignments directly from his customers (e.g., boat crew representatives and/or shipyard personnel) or through his team leader who works in the same building as the appellant. Regardless of how work orders are received, he does not proceed with the assignments until he receives approval from his team leader indicating the work orders are funded and billing information has been provided. The appellant works independently typically completing assignments with little or no technical direction and oversight. He is accountable to complete products on time and within approved funding. The team leader monitors the

completion of his assignments and occasionally intercedes when the allocated time and/or money for the work approaches approved limits. Such situations are infrequent and normally occur due to the appellant's desire to get an aesthetic/artistic effect "just right" for a particular application. In such situations, the team leader may make suggestions or simply decide the product is satisfactory "as is," and direct the appellant to complete the assignment by a given date and time. The supervisor spends most of his time in another building or areas where painting is being done, but visits the appellant's building a few times a week to check on how work is going and maintain awareness of work related issues within his assigned areas of responsibility. The supervisor primarily depends upon the on-site team leader to coordinate, direct and monitor work operations within his assigned areas which include the appellant's worksite. The supervisor does not routinely review or approve the appellant's day-to-day work, but occasionally deals directly with him on matters having higher level interest and/or customer issues.

The appellant keeps track of his available work supplies and places replenishment orders twice a month with a coworker who has delegated purchase authority. The appellant performs regular day-to-day equipment maintenance by cleaning specified areas of the equipment with isopropyl alcohol wipes, changing rolls of print materials and replacing ink cartridges. The equipment is covered by an established service contract covering all other required maintenance and repairs. The appellant informs management of recurring equipment problems and, as necessary, requests new equipment through his supervisor.

The appellant spends most of his time in his work area which includes work tables, supplies, computer, printers and plotters (i.e., equipment that cuts out the various shapes of decals from large sheets/rolls of vinyl). The appellant frequently deals with paint, solvent and other fumes and smells from the materials he uses and/or because his area is adjacent to the paint shop. His duties may also subject him to scratches, static electric shock, and possibility of muscle strain from lifting heavy rolls (i.e., 20 to 75 pounds each) of print materials onto printer/plotter equipment. The appellant's work area is well lighted, heated and air conditioned. He occasionally delivers work products throughout the shipyard and may use ladders and/or cherry-pickers to install signs and banners. His assignments normally do not require wearing special protective clothing or the use of protective equipment, although he must use such items in a few times a year to perform particular tasks.

### **Series, Title and Standard Determination**

The agency classified the appellant's position in the Illustrating Series, GS-1020, and titled it as Illustrator. The appellant does not disagree with the agency's title and series determination. We concur. The appellant's work is properly evaluated using the Position Classification Flysheet for the Illustrating Series and the GEGVAW.

### **Grade determination**

The GEGVAW uses the Factor Evaluation System (FES) method of position classification. Grades are determined by comparing a position's duties, responsibilities, and qualification requirements with the nine FES factors. A point value is assigned to each factor based on a comparison of the position's duties and responsibilities with the factor-level descriptions (FLDs)

in the standard. The points assigned to an individual factor-level mark the lower end of the range for that factor-level. Each FLD represents the minimum or threshold for that factor-level. To warrant a given level, the position must fully equate to the overall intent of the FLD. If the position fails in any significant aspect to fully satisfy a particular FLD, the point value for the next lower level must be assigned, unless the deficiency is balanced by an equally important aspect that meets a higher level. The total points assigned are converted to a grade level by use of a grade conversion table in the GEGVAW.

The GEGVAW contains specific illustrative work situations to supplement the concepts contained in the FLDs. However, an evaluation is not to rely solely on comparisons to illustrations because they may reflect a limited range of actual work experience, and the level of work described may be higher than the threshold for a particular factor-level.

The agency credited the appellant's position at Levels 1-6, 2-3, 3-3, 4-3, 5-3, 6-2, 7-A, 8-2, and 9-2. The appellant believes his position should be credited with Levels 1-7, 2-4, 4-4, and 6-3, and agrees with the agency on the remaining factors. Based on careful analysis of the entire record, we concur with the crediting of Levels 3-3, 5-3, 8-2, and 9-2. We will address the remaining factors.

#### *Factor 1, Knowledge Required by the Position*

This factor measures the nature and extent of information or facts a worker must understand in order to do acceptable work and the nature and extent of skills needed to apply that knowledge. To be used as a basis for selecting a level under this factor, the knowledge must be required and applied.

At Level 1-5, employees require knowledge of the basic principles of visual design or basic skill in the use of the common art media to perform elementary assignments that are developmental in nature, or involve the production of a limited variety of visual products and require no significant subject matter knowledge.

At Level 1-6, work requires knowledge of: a variety of methods, techniques, and materials used in the design, production, and reproduction of visual products to plan the technical details of, or produce, aesthetically composed visual products in a timely manner; a field peculiar to the employing organization; a range of general subjects relating to the work of the organization; or basic knowledge of specialized subject matter such as medicine, science, or technical equipment. This knowledge is needed to understand the specifications and generally usable, observable, and recognizable visual materials (e.g., photographs or charts to be reproduced as part of a publication and items to be illustrated and incorporated into a visual product) provided with the assignment with little explanation or research. Work at this level also requires skill in working with either a variety of art media (e.g., pen-and-ink, pencil, tempera, wash, oils, acrylics, air brush, and computer generated graphics); a variety of commercial or graphic art techniques (e.g., typesetting and paste-up of copy, screen printing, building scale models, mounting photographs or manuscripts, mat cutting, fabricating brackets to support specimens and artifacts, etc.); a variety of building materials (e.g., wood, sheet metal, plastics, fiberglass and masonry); or a variety of mechanical assemblies or architectural structures.

As described previously, the appellant's work includes the preparation of new/original or substantially modified details for ships crews and shipyard organizations based on application of general knowledge of shipyard activities and military customs, traditions and esprit de corps. He applies artistic skills, abilities and materials to produce aesthetically pleasing images in accordance with customer desires and within established timeframes and funding limits. The appellant occasionally prepares other illustrations/artwork using various materials, formats and media. Most of the appellant's work is accomplished in accordance with specific directions or involves redrawing existing images in digital format leaving little opportunity for him to exercise independent judgment or make significant artistic decisions. However, considered as a whole his assigned duties and responsibilities minimally meet the requirements for credit at Level 1-6 based on his new and modified detail work and occasional original art projects and his assigned program responsibility as the sole qualified illustrator at the installation.

In addition to knowledge of, and skill in visual arts methods and techniques described at Level 1-6, work at Level 1-7 requires knowledge of the subject matter area supported or depicted that is thorough enough to plan visual products that interpret subject matter content information provided with the assignment. Employees at this level are typically required to apply knowledge of a subject matter or program area in order to: develop original designs, concepts, or visual styles for publications, exhibits, or presentation materials that present to the public the ideas or image desired by the organization, that evoke certain responses from viewers (e.g., humor, excitement, pride), or that reduce the cost of production, installation, or maintenance of the visual product; transform spoken or written descriptions of items, processes, issues, or events into visual representations without benefit of existing pictures, models, or diagrams; or graphically or physically reconstruct biological, medical, geological, architectural, archeological, technological, or other kinds of artifacts, specimens, or materials that have been significantly damaged, distorted, or altered.

The appellant redraws 75 percent of his illustrations/details, and modifies or develops new images 25 percent of the time. His work on new or modified designs typically begins with a rough sketch or description by a customer with whom the appellant then consults to arrive at a final acceptable product. The limited variety and complexity of the appellant's illustrations, as described above, do not require the level of subject matter or program knowledge described at Level 1-7 where employees develop original designs, concepts, visual styles, exhibits or presentation materials based on applied subject matter knowledge, consideration of numerous variables, and the use of a wide variety of artistic media. At Level 1-7, assignments may involve: multiple illustrative or artistic products presented in an established order to gradually reveal new information, aid in explaining a particular concept, or progressively disclose greater levels of detail; visual or physical models to reconstruct the original appearance of damaged or partial items; and/or planning and coordinating large projects or exhibits with management and technical subject matter experts. The knowledge and skill required to perform the appellant's assigned duties and responsibilities do not approach or meet Level 1-7. Therefore, Level 1-6 (950 points) is credited.



## *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 how the work is reviewed or controlled. Controls are exercised by the supervisor in the way assignments are made, instructions are given to the employee, priorities and deadlines are set, and objectives and boundaries are defined. Responsibility of the employee depends upon the extent to which the employee is expected to develop the sequence and timing of various aspects of the work, to modify or recommend modification of instructions, and to participate in establishing priorities and defining objectives. The degree of review of completed work depends upon the nature and extent of the review. As stated in the *Classifier's Handbook*, it is not just the degree of independence that is evaluated, but also the degree to which the nature of the work allows the employee to make decisions and commitments and to exercise judgment.

At Level 2-3, the supervisor makes assignments by defining objectives (e.g., specifying what subject matter is to be depicted and for what purpose), priorities (e.g., specifying what degree of emphasis each aspect of the subject matter is to receive), and deadlines, and assists the employee where projects call for substantial departures from established styles or formats, or from customary methods or materials. The employee plans and carries out the successive steps of producing the visual product, and independently solves technical problems that arise in the course of using common materials, methods, or techniques. The employee is personally responsible for the aesthetic quality of the visual product. Completed work is evaluated for compliance with established practice and policy and for meeting the objectives of the assignment. Only methods that represent substantial departures from customary practice are reviewed in detail.

The appellant's position meets Level 2-3. He receives work assignments with established deadlines, funding limitations, objectives and specific directions and proceeds only after his team leader confirms the work is properly funded. The team leader provides general oversight and monitors his work to ensure it is completed on time and within budget. The appellant plans and independently carries out his assignments in accordance with established formats and practices, stated specific requirements, and/or in close consultation with customers or their designated representatives to develop individual details. He personally works through most problems/difficulties encountered in using available equipment and software, materials and issues regarding appearance in preparing new or modified products. When the appellant prepares signs and banners, he prints and positions specified names, slogans, logos and other information in accordance with established practices and in proper proportions and applies artistic judgment to provide acceptable and aesthetically pleasing products. He applies similar judgment in preparing new/original details. The appellant's work is not reviewed in progress except by customers commenting on and/or suggesting improvements to drafts. Final products are reviewed only in terms of customer feedback regarding satisfaction, or identified problems.

Employees at Level 2-4 are given only the broad objectives and resource limitations of the project. They consult with the supervisor or client to develop specific ideas on the appearance and contents of the product (e.g., specific photos, illustrations, or artifacts; typography; color scheme; lighting effects; size and placement of artifacts; or number of views to be illustrated). This differs from the next lower level where projects are based on the ideas and suggestions

developed by the supervisor or client. Employees independently plan and carry out visual arts projects; resolve most differences of opinion or interpretation with clients or contractors; and coordinate the work with clients, contractors, and others such as project team members or structural and fire safety experts. Completed work is reviewed only in terms of its effectiveness in meeting the overall objectives of the project. This is generally based on the degree of client satisfaction.

The appellant's position exceeds Level 2-3 in some aspects because he functions independently in carrying out his assignments and receives little direct supervisory review or guidance regarding his work products. However, the scope of his assignments and responsibilities are more limited than those envisioned at Level 2-4. Unlike Level 2-4, many of the appellant's assignments involve reproducing specified quantities of pre-existing images and do not permit or require the exercise of judgment found at that level. Prior to preparing new individual details, he receives a description from the customer describing their ideas about how they want it to look. He develops a digital draft based on the customer's description, makes adjustments to enhance appearance, i.e., shading, color combinations, type font, etc., and presents it to the customer for their approval or suggested changes. The record shows the appellant is not engaged in the scope or scale of projects that require work coordination with others involved in larger programs or projects. The nature of his work does not routinely require him to resolve differences of opinion or interpretation with customers or contractors as found at Level 2-4. Level 2-4 describes assignments provided in terms of broad project objectives and resource limitations, whereas, the appellant typically receives individual assignments with specific directions, requirements, timeframes, and pre-approved funding. Because the appellant's position does not fully meet Level 2-4, Level 2-3 (275 points) is credited.

#### *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. Because of the inherent link between the complexity of work and knowledge required and applied to perform that work, Factors 1 and 4 are closely related. This basic concept is directly addressed in the Quality Assurance Series, GS-1910, PCS and the Job Family Standard for Clerical and Technical Accounting and Budget Work, GS-500.

At Level 4-2, projects involve either isolated tasks in producing a visual product or creating faithful copies of existing illustrations, models, or other visual products with specified minor changes.

At Level 4-3, work involves a variety of visual arts projects, each with its own sequence of different technical processes. Themes or subjects, as well as the general format (medium, color scheme, overall dimensions, etc.) to be used, are already established or specified by others. The emphasis is on technical proficiency in the development of visual products. Employees make decisions necessary to work out details of the final visual product (i.e., illustration, publication, two-dimensional exhibit layout, free-standing three-dimensional exhibit case, and/or sequence of slides or transparencies) after the subject, theme, and general format have been determined and

presented to the employee in the form of sketches, scale models, plans, or diagrams. Employees apply knowledge of the characteristics of a variety of art media and visual materials and methods to produce finished visual products which typically present factual information or depict specific operations or occurrences, and are based on design concepts and subject matter content provided by others.

Work assignments at Level 4-4 involve varied projects requiring the application of a wide range of methods, techniques, materials, or art media. Projects are conventional, but no format or visual style has been specified and the employee must visually interpret the subject matter to be depicted. Visual products have been produced before on the same general subject matter and in the same general manner of presentation, i.e., illustration, publication, exhibit, sequence of visuals to accompany a speech, training class, or briefing. The emphasis is on planning, research, and collaboration with persons knowledgeable in the subject matter to be depicted or presented. Work at this level requires decisions on how best to present specified subject matter information, including assessing whether there is sufficient subject matter information and visual material immediately available, and identifying possible sources of additional information and material needed to develop a visual product. The employee must also decide which images, views, or artifacts to present and how to give particular visual emphasis to some of them through size, color, texture, variations in the degree of detail, typography, lighting, or location. Projects typically require departing from past approaches used in the design or production of similar products in order to create a new visual effect, or to adjust to differences in time or money available, in location or space available, in certain details of the subject matter itself, or in aspects of the subject matter to be emphasized.

Similar to Level 4-2, the appellant copies existing images/details in digital format making minor improvements to provide better definition, calls up and reproduces digitally stored images, and produces a variety of individual signs, banners, stencils, and transparencies in accordance with stated or established practices and formats. However, as described at Level 4-3, the appellant also creates new/original detail designs, illustrations and art work using various media after receiving verbal descriptions or rough sketches and direction concerning content, desired appearance and format. For such assignments, he applies knowledge of the characteristics of the art media, materials and appropriate methods to prepare acceptable and aesthetically pleasing products. When considered as a whole, the appellant's work complexity minimally meets Level 4-3.

The level of complexity described at Level 4-4 corresponds to knowledge requirements described at Factor Level 1-7. This linkage is evident in the GEGVAW chart showing typical factor level relationships for covered positions. The appellant's work does not meet Level 4-4 where assignments emphasize planning, research, and collaboration with persons knowledgeable in the particular subject matter to be depicted, and the work requires substantial judgment to determine what materials to use and how best to present them to meet desired outcomes, e.g., how to represent the normal structure and basic functions of a human heart. The appellant's work assignments, as discussed previously, are substantially more limited in scope and creative demands, and do regularly require or permit him to apply the wide range of methods, techniques, materials, or art media to such assignments found at Level 4-4. Therefore, Level 4-3 (150 points) is credited.

### *Factors 6 and 7, Personal Contacts and Purpose of Contacts*

These factors measure the type of personal contacts that occur in the work and the purpose of those contacts. These factors include face-to-face contacts and telephone dialogue with persons not in the supervisory chain. Levels described under these factors are based on what is required to make the initial contact, the difficulty of communicating with those contacted, how well the employee and those contacted recognize their relative roles and authorities, the reason for the communication, and the context or environment in which the communication takes place.

These factors are interdependent. The same contacts selected for crediting Factor 6 must be used to evaluate Factor 7. The appropriate level for personal contacts and the corresponding level for purpose of contacts are determined by applying the point assignment chart for Factors 6 and 7.

#### *Personal Contacts*

Contacts at Level 6-2 are with employees in the same agency, but outside the visual arts organization. These employees may either be requesting the services of the visual arts employee or providing information or services to the visual arts employee.

At Level 6-3, contacts are with individuals or groups outside the agency on matters for which there is no routine working relationship already established; or, on an ad hoc or infrequent basis, top management (director or deputy director) of the employing agency, service, major command, or comparable organization.

Like Level 6-2, the appellant's contacts are typically to discuss and resolve matters concerning the design and preparation of graphics, artwork and/or illustration products with [organization] and ship's force personnel and infrequently include the shipyard commander. His contacts outside the agency are very limited and may involve requests for copies of appropriate decals to put on hardhats for VIPs visiting [organization] or dealing with vendor representatives regarding available products, required equipment maintenance, etc. The appellant does not develop graphics, artwork or illustrations for individuals or groups outside the agency. The nature and extent of his contacts outside the agency are very limited, and his infrequent dealings with the shipyard commander are not equivalent to contacts with top management officials as described at Level 6-3. A major military command, as defined within the General Schedule Supervisory Guide is a military organization next below the Departments of Army, Air Force, or Navy and headed by a flag or general officer who reports directly to the agency headquarters. It is the bureau equivalent in a military department. For example, Air Force's Air Training Command, Army's Army Material Command, and Navy's Naval Sea Systems Command (NSSC). [organization], as an operating installation under Navy's NSSC, is not equivalent to a major military command. Therefore Level 6-2 is credited.

#### *Purpose of Contacts*

At Level 7-a, contacts are to obtain or provide facts or information needed to produce visual products. The facts or information may range from easily understood to highly technical.

At Level 7-b, contacts are to plan, coordinate or advise on work efforts, or to resolve technical problems by influencing individuals or groups who are working toward mutual goals and are basically cooperative.

Most of the appellant's work does not require him to provide technical or artistic advice and guidance or to influence choices made by his customers regarding the products he provides. However, he does develop original unit detail designs for [organization] serviced submarines and shipyard organizations in collaboration with customers, or their designated representatives, and occasionally prepares other artistic products. During the conceptual give-and-take associated with such assignments the appellant: produces and revises rough sketches by hand; explains technical issues and provides guidance on the characteristics of available printing equipment; and provides advice regarding the selection and application of particular color combinations, print fonts, perspective, shading, and other issues affecting appearance to ensure the final product is aesthetically pleasing and meets the customer requirements. As described above, the appellant's regular and recurring contacts minimally meet Level 7-b.

Factors 6 and 7 are evaluated at Levels 2 and b respectively with a combined credit of 75 points.

#### *Summary*

<i>Factor</i>	<i>Level</i>	<i>Points</i>
1. <i>Knowledge Required by the Position</i>	1-6	950
2. <i>Supervisory Controls</i>	2-3	275
3. <i>Guidelines</i>	3-3	275
4. <i>Complexity</i>	4-3	150
5. <i>Scope and Effect</i>	5-3	150
6. <i>Personal Contacts and</i>	6-2	
7. <i>Purpose of Contacts</i>	7-b	75
8. <i>Physical Demands</i>	8-2	20
9. <i>Work Environment</i>	9-2	<u>20</u>
	Total Points	1915

A total of 1915 points falls within the range provided for GS-9 (1855 to 2100 points), according to the grade conversion table in the GEGVAW.

#### **Decision**

The appellant's position is properly classified as Illustrator, GS-1020-9.