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## INTRODUCTION

This job family standard (JFS) provides series definitions, titling instructions, and grading criteria for nonsupervisory administrative positions in the Justice and National Security Group, 1800, for General Schedule (GS) and other “white collar” pay plans. In the General Schedule position classification system established under chapter 51 of title 5, United States Code, the positions addressed here would be two-grade interval positions.

This JFS is divided into three parts. Part I contains occupational information applicable to Federal work covered by the JFS without regard to pay plan or classification system. Part II provides the grading criteria for positions classified in accordance with GS grade definitions. Part III will include explanatory material about the development of this JFS and will be added after this draft is finalized.

The term “General Schedule” or “GS” denotes the major position classification system and pay structure for white collar work in the Federal Government. Agencies no longer subject to chapter 51 have replaced the GS pay plan indicator with agency-unique pay plan indicators. For that reason, reference to General Schedule or GS has been omitted from this JFS.

### Coverage

This job family standard covers the following occupational series:

<b>Series</b>	<b>Series</b>
<u><a href="#">General Inspection, Investigation and Enforcement</a></u> 1801	<u><a href="#">Agricultural Compliance</a></u> 1850
<u><a href="#">Investigative Analysis</a></u> 1805	<u><a href="#">Alcohol, Tobacco, Firearms, and Explosives Compliance</a></u> 1854
<u><a href="#">General Investigation</a></u> 1810	<u><a href="#">Equal Opportunity Investigation</a></u> 1860
<u><a href="#">Criminal Investigation</a></u> 1811	<u><a href="#">Customs and Border Protection Interdiction</a></u> 1881
<u><a href="#">Fish and Wildlife Inspection and Enforcement</a></u> 1813	<u><a href="#">Import Compliance</a></u> 1889
<u><a href="#">Mine Safety and Health Compliance</a></u> 1822	<u><a href="#">Customs and Border Protection</a></u> 1895
<u><a href="#">Wage and Hour Investigation</a></u> 1849	<u><a href="#">Customs and Border Patrol Enforcement</a></u> 1896

## Modification, Cancellation, or Establishment of Occupational Series and Standards

Issuance of this JFS establishes, renames, supersedes, or cancels occupational series, classification standards, and guidance as described in the following table.

New/Previous Series or Guidance	Action Taken / How to Classify Work Previously Covered
<b>Wage and Hour Compliance</b> <b>0249</b>	<ul style="list-style-type: none"> <li>• Cancels this series.</li> <li>• Cancels this classification standard, last revised in January 1991.</li> <li>• Classify work previously covered by this series to the newly established <b>Wage and Hour Investigation Series, 1849</b>.</li> </ul>
<b>General Inspection, Investigation, and Compliance</b> <b>1801</b>	<ul style="list-style-type: none"> <li>• Supersedes this flysheet, last revised in October 1980.</li> <li>• Renames this series <b>General Inspection, Investigation, and Enforcement Series, 1801</b>.</li> </ul>
<b>Investigative Analysis</b> <b>1805</b>	<ul style="list-style-type: none"> <li>• Establishes this series.</li> </ul>
<b>Grade Level Guide for Classifying Investigator Positions</b> <b>1810/ 1811</b>	<ul style="list-style-type: none"> <li>• Cancels this classification guide, last revised in February 1972.</li> <li>• Classify work previously covered by this guide using this JFS.</li> </ul>
<b>Game Law Enforcement</b> <b>1812</b>	<ul style="list-style-type: none"> <li>• Cancels this series.</li> <li>• Classify criminal investigation work previously covered by this series to the <b>Criminal Investigation Series, 1811</b>.</li> <li>• Classify inspection and game warden work previously covered by this series to the <b>Fish and Wildlife Inspection and Enforcement Series, 1813</b>.</li> </ul>
<b>Fish and Wildlife Inspection and Enforcement</b> <b>1813</b>	<ul style="list-style-type: none"> <li>• Establishes this series.</li> </ul>
<b>Air Safety Investigating</b> <b>1815</b>	<ul style="list-style-type: none"> <li>• Cancels this series.</li> <li>• Renumbers the occupational series and classification standard.</li> <li>• Classify work to the renumbered <b>Air Safety Investigating Series, 2115</b>.</li> </ul>
<b>Immigration Inspection</b> <b>1816</b>	<ul style="list-style-type: none"> <li>• Cancels this series.</li> <li>• Cancels this classification standard, last revised in October 1980.</li> <li>• Classify work previously covered by this series to the <b>Customs and Border Protection Series, 1895</b>.</li> </ul>
<b>Mine Safety and Health</b> <b>1822</b>	<ul style="list-style-type: none"> <li>• Supersedes this classification standard, last revised in October 1980.</li> <li>• Renames this series <b>Mine Safety and Health Compliance Series, 1822</b>.</li> </ul>
<b>Aviation Safety</b> <b>1825</b>	<ul style="list-style-type: none"> <li>• Cancels this series.</li> <li>• Renumbers the occupational series and classification standard.</li> <li>• Classify work to the renumbered <b>Aviation Safety Series, 2155</b>.</li> </ul>

(continued)

New/Previous Series or Guidance	Action Taken / How to Classify Work Previously Covered
<p><b>Securities Compliance Examining</b>      <b>1831</b></p>	<ul style="list-style-type: none"> <li>• Cancels this series.</li> <li>• Classify work previously covered by this series which requires professional knowledge of accounting to the <b>Accounting Series, 0510</b>.</li> <li>• Classify work not requiring a professional knowledge of accounting to the <b>Financial Administration and Program Series, 0501</b>.</li> </ul>
<p><b>Wage and Hour Investigation Series</b>      <b>1849</b></p>	<ul style="list-style-type: none"> <li>• Establishes this series.</li> <li>• Classify work which involves conducting on-site civil and criminal investigations with employers to determine compliance with laws to this newly established series.</li> </ul>
<p><b>Agriculture Commodity Warehouse Examining</b>      <b>1850</b></p>	<ul style="list-style-type: none"> <li>• Supersedes this classification standard, last revised in October 1959.</li> <li>• Renames this series <b>Agricultural Compliance Series, 1850</b>.</li> </ul>
<p><b>Alcohol, Tobacco, and Firearms Inspection</b>      <b>1854</b></p>	<ul style="list-style-type: none"> <li>• Supersedes this classification standard, last revised in August 1971, including Part II, last revised in July 1965.</li> <li>• Renames this series <b>Alcohol, Tobacco, Firearms, and Explosives Compliance Series, 1854</b>.</li> <li>• Classify work previously covered by Part II of the 1854 classification standard to the <b>Tax Specialist Series, 0526</b>.</li> </ul>
<p><b>Equal Opportunity Investigation</b>      <b>1860</b></p>	<ul style="list-style-type: none"> <li>• Establishes this series.</li> <li>• Classify investigative work previously covered by the <b>Equal Opportunity Compliance Series, 0360</b> to this newly established series.</li> </ul>
<p><b>Customs and Border Protection Interdiction</b>      <b>1881</b></p>	<ul style="list-style-type: none"> <li>• Supersedes this flysheet, issued in September 2005.</li> </ul>
<p><b>Customs Patrol Officer</b>      <b>1884</b></p>	<ul style="list-style-type: none"> <li>• Cancels this series.</li> <li>• Cancels this classification standard, last revised in November 1980.</li> <li>• Classify work previously covered by this series to the <b>Customs and Border Patrol Enforcement Series, 1896</b>.</li> </ul>
<p><b>Import Specialist</b>      <b>1889</b></p>	<ul style="list-style-type: none"> <li>• Supersedes this classification standard, last revised in April 1986.</li> <li>• Renames this series <b>Import Compliance Series, 1889</b>.</li> </ul>
<p><b>Customs Inspection</b>      <b>1890</b></p>	<ul style="list-style-type: none"> <li>• Cancels this series.</li> <li>• Cancels this classification standard, last revised in April 1973.</li> <li>• Classify work previously covered by this series to the <b>Customs and Border Protection Series, 1895</b>.</li> </ul>

(continued)

<b>New/Previous Series or Guidance</b>	<b>Action Taken / How to Classify Work Previously Covered</b>
<p style="text-align: center;"><b>Customs Entry and Liquidating</b></p> <p style="text-align: right;"><b>1894</b></p>	<ul style="list-style-type: none"> <li>• Cancels this series.</li> <li>• Cancels this classification standard, last revised in October 1959.</li> <li>• Classify work previously covered by this series to the <b>Tax Specialist Series, 0526</b>.</li> </ul>
<p style="text-align: center;"><b>Customs and Border Protection</b></p> <p style="text-align: right;"><b>1895</b></p>	<ul style="list-style-type: none"> <li>• Supersedes this flysheet, issued in July 2004.</li> </ul>
<p style="text-align: center;"><b>Border Patrol Agent</b></p> <p style="text-align: right;"><b>1896</b></p>	<ul style="list-style-type: none"> <li>• Supersedes this classification standard, last revised in September 1978.</li> <li>• Renames this series <b>Customs and Border Patrol Enforcement Series, 1896</b>.</li> </ul>
<p style="text-align: center;"><b>Grade Evaluation Guide for Compliance Work</b></p>	<ul style="list-style-type: none"> <li>• Cancels this guide.</li> <li>• Use this JFS to classify work previously covered by the guide.</li> </ul>

## PART I – OCCUPATIONAL INFORMATION

Part I is intended for use by all agencies in evaluating administrative positions in the Justice and National Security Group, 1800. It provides series definitions, titling instructions, and detailed occupational information for this job family.

### General Series Determination Guidelines

Selection of the correct series for a position is an essential part of the entire human resources management process for a variety of reasons. For example, qualification requirements used in recruiting are based on the series of the position; career ladders are influenced by the series; and organizational structure is often designed with consideration of the series of assigned positions.

Determining the correct series for a position is usually apparent by reviewing the assigned duties and responsibilities and then comparing them to the series definitions and general occupational information the job family standard (JFS) provides. Generally, the series determination for a position is based on the primary work of the position, the highest level of work performed, and the paramount knowledge required to do the work of the position. Normally, it is fairly easy to make this decision. However, in some instances, determining the correct series may not be as obvious.

Use the following guidelines to determine the predominant series when the work of a position matches more than one job family or occupational group. Also, when the work of a position falls into more than one series within this job family, it may be difficult to determine which particular series predominates. In such situations, apply the guidelines below in the order listed to determine the correct series.

- **Paramount knowledge required.** Although there may be several different kinds of work in the position, most positions will have a paramount knowledge requirement. The paramount knowledge is the most important type of subject matter knowledge or experience required to do the work.
- **Reason for the position's existence.** The primary purpose of the position or management's intent in establishing the position is a positive indicator for determining the appropriate series.
- **Organizational mission and/or function.** Positions generally align with the mission and function of the organization to which they are assigned. The organization's function is often mirrored in the organizational title and may influence the appropriate series.
- **Recruitment source.** Supervisors and managers can help by identifying the occupational series providing the best qualified applicants to do the work. This is closely related to the paramount knowledge required.

Although the work of some positions may require applying related knowledge and skills, classification as administrative positions in the Justice and National Security Group, 1800, may not be appropriate. The [Additional Occupational Considerations](#) section of this JFS provides examples where the work may involve applying related knowledge and skills, but not to the extent it warrants classification to this job family.

Additional information may be found in OPM's publication [The Classifier's Handbook](#).

**Law Enforcement vs. Investigation Duties and 6c Retirement Coverage**

Position classification and law enforcement officer (LEO) retirement coverage decisions are entirely separate from one another. While LEO retirement coverage eligibility determinations may involve some of the same factual matters considered in position classification determinations, the two matters have entirely separate criteria under which a determination is made. LEO retirement coverage determinations are made under regulations found at 5 CFR Part 831, Subpart I, and Part 842, Subpart H. LEO retirement coverage eligibility allowances may generally only be made by the agency head, and staff actually involved in the decision making process are aware of the eligibility criteria.

## Official Titling Provisions

Titling

Title 5, United States Code, requires the U.S. Office of Personnel Management (OPM) to establish the authorized official position title which includes a basic title (e.g., Criminal Investigator) that may be appended with one or more prefixes and/or suffixes. Agencies must use official position titles for human resources management, budget, and fiscal purposes. Instructions for assigning official position titles are provided in this section.

### Supervisors and Leaders

- Add the prefix “Supervisory” to the basic title when the agency classifies the position as supervisory. If the position is covered by the General Schedule, refer to the [General Schedule Supervisory Guide](#) for additional titling and grading information.
- Add the prefix “Lead” to the basic title when the agency classifies the position as leader. If the position is covered by the General Schedule, refer to the [General Schedule Leader Grade Evaluation Guide](#) for additional titling and grading information.

### Specialty or Parenthetical Titles

Specialty titles are typically displayed in parentheses and referred to as parenthetical titles. OPM has prescribed a parenthetical title for only one occupation in this JFS (i.e., the Customs and Border Protection Interdiction Series, 1881). For other series in this JFS, agencies may supplement the titles authorized in this standard with agency-established parenthetical titles if necessary for recruitment or other human resources needs.

Use the basic title without a parenthetical specialty title for positions where there is no established specialty

### Organizational Titles

Organizational and functional titles do not replace, but rather complement official position titles. Agencies may establish organizational and functional titles for internal administration, public convenience, program management, or similar purposes. An example of an organizational title is Special Agent. Examples of functional titles are Chief of Operations and Chief of Policy Development.

## Occupational Information by Series

<b>GENERAL INSPECTION, INVESTIGATION, AND ENFORCEMENT, 1801</b> <span style="float: right;"><a href="#">Qualification Standard</a></span>	
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform inspection, enforcement or compliance work. This series is applicable when the work of the position:</p> <ul style="list-style-type: none"> <li>• is covered by two or more administrative occupations in the Justice and National Security Group, 1800, and no one occupation predominates; or</li> <li>• is consistent with this occupational group but not covered by an established series in the 1800 group.</li> </ul>
<b>Titling</b>	<p>There is no title specified for this series. Agencies may construct titles which appropriately describe the work. Do not use titles authorized for other occupations to construct titles for this series. See <a href="#">Introduction to the Position Classification Standards</a> for titling guidance.</p>
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>There is no specific occupational information for this series due to its broad coverage. See other individual series in this JFS for occupational information.</p> <p style="text-align: center;"><a href="#">←BACK TO TABLE OF CONTENTS</a></p>

<b>INVESTIGATIVE ANALYSIS, 1805</b>	
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving the research, analysis, and/or evaluation of information to assist investigators in ongoing criminal investigations. The work includes formulating information source search strategies and reviewing data to identify patterns of criminal activity and relationships across financial, criminal, and public record information. Work primarily requires knowledge of:</p> <ul style="list-style-type: none"> <li>• Federal laws and regulations relevant to the work being performed;</li> <li>• entities, operations, activities, products, or items subject to the laws and regulations; and</li> <li>• techniques and methods to locate, sort, and evaluate information concerning criminal activity.</li> </ul>
<b>Titling</b>	<p>The basic title for positions in this series is <i>Investigative Analyst</i>.</p>
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>Investigative analysts have responsibility for producing and disseminating investigative reports. They work closely with investigators to develop profile data and trend analyses. Investigative analysts identify trends or indicators of criminal activity from background material and evidence. They correlate the collected information to identify and substantiate criminal activity in ongoing investigations.</p> <p>Investigative analysts use sources of information from evidence, subpoenaed records, intelligence available from or produced by foreign law enforcement agencies, and databases such as Lexis/Nexis and the National Crime Information Center (NCIC). Investigative analysts correlate large amounts of information to show intent and prove guilt. The information collected supports criminal investigations and is used to prosecute cases.</p> <p><a href="#">⇐BACK TO TABLE OF CONTENTS</a></p>

<b>GENERAL INVESTIGATION, 1810</b>		<a href="#"><u>Qualification Standard</u></a>
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving planning, conducting, or managing investigations not involving criminal violations of Federal laws. Investigators use the results of general investigations to make or invoke administrative judgments, sanctions, or penalties. Work in this series primarily requires:</p> <ul style="list-style-type: none"> <li>• knowledge of investigative techniques and the laws, rules, regulations, and objectives of the employing agency; and</li> <li>• skill in interviewing, following leads, researching records, reconstructing events, and preparing reports.</li> </ul>	
<b>Titling</b>	<p>The basic title for positions in this series is <i>Investigator</i>.</p>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>The investigative work of this occupation results in civil or administrative actions, civil penalties, judgments, sanctions, or decisions. Work in this series includes investigating:</p> <ul style="list-style-type: none"> <li>• Federal employees for misconduct or fraud, waste, and abuse;</li> <li>• individuals or organizations seeking or receiving benefits, licenses, loans, or employment from the Federal Government;</li> <li>• fraud and abuse by Federal contractors;</li> <li>• security clearances and employment suitability; and/or</li> <li>• federally regulated programs or areas.</li> </ul> <p>Investigators do not normally investigate or conduct inquiries when the alleged impropriety, if substantiated, would likely constitute criminal misconduct. When an investigation or inquiry leads to an apparent criminal violation, it is usually referred to a criminal investigator.</p> <p><a href="#"><u>⇐BACK TO TABLE OF CONTENTS</u></a></p>	

<b>CRIMINAL INVESTIGATION, 1811</b>		<a href="#"><u>Qualification Standard</u></a>
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving planning, conducting, or managing investigations related to alleged or suspected criminal violations of Federal laws. The work involves:</p> <ul style="list-style-type: none"> <li>• recognizing, developing, and presenting evidence to reconstruct events, sequences, time elements, relationships, responsibilities, legal liabilities, and conflicts of interest;</li> <li>• conducting investigations in a manner meeting legal and procedural requirements; and</li> <li>• providing advice and assistance both in and out of court to the U.S. Attorney’s Office during investigations and prosecutions.</li> </ul> <p>Work in this series primarily requires knowledge of criminal investigative techniques, rules of criminal procedures, laws, and precedent court decisions concerning the admissibility of evidence, constitutional rights, search and seizure, and related issues in the conduct of investigations.</p>	
<b>Titling</b>	<p>The basic title for positions in this series is <i>Criminal Investigator</i>.</p>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>Criminal investigators conduct investigations of alleged or suspected criminal violations of Federal laws. The Federal statute or law which may have been violated does not determine whether a position should be classified in this series. The actual process and the knowledge and skills used to investigate crimes determine the appropriate series of the position. Classification into the 1811 series should not be an automatic process but should be based on the work of the individual position.</p> <p>Work primarily requires knowledge of:</p> <ul style="list-style-type: none"> <li>• pertinent statutes, regulations, policies, and guidelines, including the Code of Federal Regulations or the Uniform Code of Military Justice;</li> <li>• Federal Rules of Criminal Procedures, Federal Sentencing Guidelines, and Federal guidelines on the conduct of criminal investigations;</li> <li>• criminal investigative techniques, such as protective surveys and assignments, surveillance, and undercover work;</li> <li>• the evidence required to prove a crime was committed;</li> <li>• the jurisdiction of various agencies;</li> <li>• sources of information and how to develop them (e.g., informants, surveillance, and undercover work);</li> <li>• electronic countermeasures and the latest technological advances used by criminals and investigators; and</li> <li>• decisions and precedent cases involving, but not limited to, rules of evidence, search and seizure, and detention and arrest.</li> </ul> <p>Criminal investigative work is characterized by the types and scope of crimes investigated and the organization and sophistication of the criminals. Additional characteristics of criminal investigative work include: planning and conducting investigations extending over protracted periods of time; assignments made primarily on a referral or case basis; and an emphasis on identifying and apprehending individuals for criminal prosecution. During the course of their careers, criminal investigators may rotate through various assignments to include protective details, asset forfeiture investigations, and multi-jurisdictional task forces.</p> <p>Criminal investigators perform or oversee undercover assignments as a regular and recurring part of their assigned duties. Criminal investigator positions will normally be found in organizations whose primary purpose includes functions typically performed by criminal investigators, such as organizations responsible for performing inspection, compliance, enforcement, prevention, or deterrence functions.</p>	

(continued)

<b>CRIMINAL INVESTIGATION, 1811 (continued)</b>	
<b>Occupational Information (continued)</b>	<p>Criminal investigations are influenced by a number of legal and technological factors including:</p> <ul style="list-style-type: none"> <li>• sophistication and complexity of electronic and technological devices used by the criminal element;</li> <li>• globalization of the economy and businesses;</li> <li>• changing policies and priorities of prosecuting officials, courts, and administrations;</li> <li>• changing composition and diversity of the criminal element (e.g., diverse socio-economic, ethnic, transnational, and organized crime groups); and</li> <li>• domestic and international terrorism.</li> </ul> <p>Criminal investigators may investigate one or more different types of crime. Some of the major criminal investigation areas include:</p> <ul style="list-style-type: none"> <li>• financial and electronic crimes such as money laundering, identity theft, telecommunication fraud, and currency violations;</li> <li>• fraud (i.e., deliberate deception to secure unlawful gains);</li> <li>• smuggling of items or individuals such as narcotics, firearms, or aliens;</li> <li>• strategic crimes such as treason, terrorism, or violations of international agreements (e.g., on arms and technology export);</li> <li>• environmental crimes; and</li> <li>• health-related crimes such as intentional distribution of adulterated food.</li> </ul> <p><b>Distinguishing Criminal Investigation Work from Other Occupational Series</b></p> <p>Employees in other occupations, both in this job family and in other families and occupational groups, may use some of the tools and techniques used in criminal investigations work. For example, police officers and detectives serve warrants, travel across state lines, and contact local and State authorities to obtain and/or provide background information on suspects. Work in the Police Series, 0083, primarily focuses on crimes committed on Federal property such as breaking and entering, larceny, willful damage of government and private property, aggravated assault, and illegal possession of controlled substances. In contrast, criminal investigators are not typically concerned with independent individuals or small, local groups of individuals committing crimes on Federal property unless they are germane to larger investigations. Rather, they focus on organized crime elements and other highly secretive, organized, and sophisticated groups.</p> <p><a href="#">⇐BACK TO TABLE OF CONTENTS</a></p>

<b>FISH AND WILDLIFE INSPECTION AND ENFORCEMENT, 1813</b>		<a href="#"><u>Qualification Standard</u></a>
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving inspecting, patrolling, enforcing, or providing advice to ensure public understanding of and compliance with Federal statutes and regulations for conserving and protecting fish and wildlife resources. Inspectors administer and enforce laws and regulations governing wildlife and wildlife products, collect fees, and issue and approve permits.</p> <p>This work requires knowledge of laws and agreements protecting specific wildlife, inspection techniques, and taxonomic identification skills.</p>	
<b>Titling</b>	<p>The basic titles for positions in this series are:</p> <p style="margin-left: 40px;"><b>Wildlife Inspector</b> Work involving conducting inspections and ensuring compliance with laws and regulations on the export, import, humane transport, and commercial trade of wildlife and wildlife products.</p> <p style="margin-left: 40px;"><b>Fishery Patrol Inspector</b> Work involving inspection, patrol, and surveillance to enforce a variety of fishery and wildlife conservation laws and detect illegal fishing activity.</p> <p style="margin-left: 40px;"><b>Game Law Enforcement Inspector</b> Work involving inspection, patrol, and surveillance of Federal lands to enforce Federal, State, and local game, environmental, and natural resource laws and regulations.</p>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>Positions in this series perform a range of the following activities:</p> <ul style="list-style-type: none"> <li>• generate case reports for civil prosecution;</li> <li>• provide advice in developing cases in civil trials and assist in developing information relative to penalty recommendations;</li> <li>• conduct compliance interviews for minor violations with subjects and their legal representatives;</li> <li>• contact foreign suppliers, pose questions to foreign government authorities, research trade and violation histories, interpret scientific information and data, assess values, conduct additional interviews, and ensure proper chain-of-custody procedures; and</li> <li>• collect, identify, and preserve evidence which may require inspectors to:             <ul style="list-style-type: none"> <li>– take photographic and video recordings;</li> <li>– take samples for species, age, and value determinations;</li> <li>– take measurements (e.g., temperature, box sizes, ventilation);</li> <li>– interview potential subjects and witnesses;</li> <li>– house and care for a variety of live animals; and</li> <li>– determine situations for criminal investigation and referral.</li> </ul> </li> </ul>	

(continued)

<b>FISH AND WILDLIFE INSPECTION AND ENFORCEMENT, 1813 (continued)</b>	
<b>Occupational Information (continued)</b>	<p><b>Wildlife Inspectors</b> are responsible for monitoring the movement of wildlife and wildlife products to and from the United States. Movement involves:</p> <ul style="list-style-type: none"> <li>• commercial trade of live wildlife, products, extracts, and wildlife used as food;</li> <li>• personal pets and belongings;</li> <li>• scientific and museum exchanges;</li> <li>• medical supplies and research;</li> <li>• art and historical exhibitions; and</li> <li>• religious and cultural handicrafts.</li> </ul> <p>Wildlife inspectors enforce Federal, State, tribal, and foreign laws in addition to international treaties and agreements pertaining to wildlife conservation, hunting, fishing, import/export, commercial trade, and humane transport. Work is typically carried out in or around seaports, airports, international mail facilities, and international border crossings.</p> <p>Wildlife inspectors conduct a document review of all pertinent paperwork for compliance with laws and regulations. They also perform physical inspections of shipment contents, wearing protective garments, respirators, and shields to reduce the risk of exposure to contagious diseases from human and animal sources, as well as contamination from hazardous chemicals and preservatives. Wildlife inspectors apply an understanding of taxonomic and/or forensic characteristics of animal species and subspecies to verify documents, assess shipments for violations of humane transport; and identify smuggled and prohibited wildlife.</p> <p>Wildlife inspectors work closely with importers/exporters, customhouse brokers, air-, ocean-, and landline personnel, other law enforcement agencies, and foreign management authorities to correct minor violations. They also notify the solicitor for administrative forfeitures and civil penalties and contact the U.S. Attorney's Office for judicial forfeitures.</p> <p><b>Fishery patrol inspectors</b> conduct on-board inspections of fishing vessels for compliance with applicable laws and regulations governing the nature of the catch and the processes used (e.g., the types of nets used to ensure minimum damage to endangered species). Fishery patrol inspectors are commissioned to make arrests for alleged criminal activities violating the laws of the United States concerned with conserving and protecting ocean fisheries, marine mammals, and endangered species of fish and wildlife.</p> <p><b>Game law enforcement inspectors</b> perform a variety of patrolling and/or inspection duties to deter and detect violations of Federal laws protecting threatened and endangered species, game animals and fish, other marine and wildlife resources, and the environment. Inspectors may also provide support to State and local law enforcement agencies with consumer fraud investigations.</p> <p><a href="#">⇐BACK TO TABLE OF CONTENTS</a></p>

<b>MINE SAFETY AND HEALTH COMPLIANCE, 1822</b>		<a href="#"><u>Qualification Standard</u></a>
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving underground and surface mining and milling operations associated with coal, metal, and nonmetal mines, and plants where ores are processed for distribution. Inspectors and specialists may determine and/or adjust monetary penalties assessed against violators of mine safety and health laws or regulations.</p> <p>Positions in this series require:</p> <ul style="list-style-type: none"> <li>• knowledge of laws, regulations, and standards for mine safety and health;</li> <li>• knowledge of safety and health practices, principles, programs, and hazards applicable to mining and/or milling; and</li> <li>• practical knowledge of underground and/or surface mining processes and systems.</li> </ul>	
<b>Titling</b>	<p>The basic titles for positions in this series are:</p> <p><b><i>Mine Safety and Health Inspector</i></b> Work involving inspecting mines and milling operations for compliance with Federal and State safety and health laws, regulations, and standards.</p> <p><b><i>Mine Safety and Health Specialist</i></b> Work involving promoting and enforcing mine safety and health compliance beyond routine inspections and investigations, such as:</p> <ul style="list-style-type: none"> <li>• developing mine safety and health standards, policies, guidelines, and regulations;</li> <li>• sampling for health standards and non-routine health hazards;</li> <li>• advising on the application and implementation of safety and health standards; and</li> <li>• reviewing and adjusting proposed civil penalties.</li> </ul>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>Mine safety and health inspectors and specialists develop, enforce, promote, advise on, and administer laws and regulations concerning safety and health in mines, mills, and plants which are part of the mining process. They must have knowledge of roof supports (underground) and ground controls (surface); ventilating; controlling airborne contaminants; maintaining mechanical and electrical machinery and equipment; preventing and controlling fires; transporting workers, supplies, and ore; mining ore; draining water; and controlling noise.</p> <p>A mine is defined as a pit or excavation from which mineral substances are taken. Minerals located in mines include a wide range of substances, including stone, coal, salt, sand, gold, and copper. A plant (sometimes referred to as a mill or a preparation plant) is a facility where ore removed from the earth is processed into a distinct mineral of a particular size and consistency. This process typically involves separating the waste (e.g., rock, dirt, and miscellaneous other minerals) from the desired mineral, and cleaning, drying, sizing, grinding, crushing, heat treating, packaging, and shipping.</p> <p>Federal law requires information be obtained about safety and health conditions in and around mines or mills by making periodic on-site inspections of the facilities. Mine operators who have small or inadequate staff, in particular, utilize the capabilities of inspectors and specialists to help them resolve problems. Inspectors and specialists establish and maintain effective working relationships with mine and mill workers, owners, and operators. They provide technical advice and guidance to mine operators on how to comply with safety and health requirements.</p>	

**(continued)**

**MINE SAFETY AND HEALTH COMPLIANCE, 1822 (continued)**

**Inspector Functions**

Federal laws require periodic inspections of total mining operations. Inspectors also perform limited inspections targeting specific safety and health issues or problems such as dust control, ventilation, or roof control, or follow-up on previous inspections. Most positions in this occupation are directly involved in conducting on-site inspections and, in some circumstances, investigations.

General safety and health inspections typically include the following functions:

- reviewing the mine operator’s records of safety inspections, health sampling, and accident reports;
- examining the condition of the roof (underground) and high wall or slope (surface) for stability and conformity with the roof or ground control plans;
- measuring the flow of air and airborne contaminants;
- examining the condition of equipment and machinery for proper maintenance and for permissibility in coal and other gassy mines;
- observing worker habits including whether workers follow good safety practices in performing duties and wear or use appropriate protective equipment;
- measuring noise levels;
- examining electrical systems, cables, and equipment for adequacy, maintenance, proper grounding, permissibility, and protection from live currents;
- examining the storage and transportation of explosives for regulatory agencies such as the Bureau of Alcohol, Tobacco, and Firearms;
- examining hoisting facilities, such as lifts and conveyors;
- examining the condition of service or haul roads for adequate clearances, grading, and maintenance;
- holding opening and close-out conferences with mine operators and labor representatives to discuss inspection; and
- advising the mine operator on methods of improving operations and/or correcting violations.

Inspectors also investigate accidents, disasters, and complaints to determine whether laws and regulations have been violated. They identify the causes of accidents and disasters and determine how they might be prevented. Sometimes the cause(s) of accidents are apparent from a few simple observations and discussions. Other times there may be no apparent explanation. Inspectors specializing in various areas of mining (such as electrical and ventilation) may be requested to make an in-depth technical analysis of the conditions and circumstances surrounding an accident.

In rescue and recovery operations, a mine inspector may issue orders as deemed necessary to ensure the safety of any person in a mine. If determined appropriate, an inspector on the scene may direct and supervise rescue and recovery operations.

**Specialist Functions**

Specialists in this series perform these and other functions as part of administering Federal laws:

- evaluating the overall design and layout of roof controls and ventilation plans for conformance with safety and health laws and regulations;
- developing regulations, policies, guidelines, and enforcement programs;
- evaluating requests from mine operators to deviate from Federal standards;
- administering and managing a variety of safety and health programs;
- assessing penalties for violations of safety and health regulations;
- conducting conferences with alleged violators to negotiate the resolution of contested penalties or assessments;
- reviewing and commenting on petitions for modifications from mine operators;
- serving as a liaison between the agency and the Mine Safety and Health Administration (MSHA) district manager on hazard complaints from miners; and
- conducting accountability (quality control) inspections throughout the assigned district.

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Occupational Information (continued)

<b>WAGE AND HOUR INVESTIGATION, 1849</b>		<a href="#"><u>Qualification Standard</u></a>				
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving:</p> <ul style="list-style-type: none"> <li>• conducting on-site investigations to obtain compliance by employers with wage and hour and related laws;</li> <li>• establishing, revising, and interpreting wage and hour program policies and guidelines; and/or</li> <li>• evaluating enforcement operations.</li> </ul> <p>Work requires:</p> <ul style="list-style-type: none"> <li>• knowledge of related laws;</li> <li>• an understanding of business organizations, records systems, and practices related to the laws administered; and</li> <li>• the skill to apply varied investigative techniques to obtain compliance, including on-site questioning of employees and employers, negotiation and conciliation, instruction, persuasion, and litigation.</li> </ul>					
<b>Titling</b>	<p>The basic titles for positions in this series are:</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; vertical-align: top;"><i><b>Wage and Hour Investigator</b></i></td> <td style="vertical-align: top;">Work involving investigations of agricultural operations; commercial, construction, industrial, and other business establishments; public institutions; and domestic service in households for compliance with wage and hour and related laws.</td> </tr> <tr> <td style="text-align: center; vertical-align: top;"><i><b>Wage and Hour Specialist</b></i></td> <td style="vertical-align: top;">Work involving developing policies, guidelines, and regulations regarding compliance with wage and hour and related laws.</td> </tr> </table>		<i><b>Wage and Hour Investigator</b></i>	Work involving investigations of agricultural operations; commercial, construction, industrial, and other business establishments; public institutions; and domestic service in households for compliance with wage and hour and related laws.	<i><b>Wage and Hour Specialist</b></i>	Work involving developing policies, guidelines, and regulations regarding compliance with wage and hour and related laws.
<i><b>Wage and Hour Investigator</b></i>	Work involving investigations of agricultural operations; commercial, construction, industrial, and other business establishments; public institutions; and domestic service in households for compliance with wage and hour and related laws.					
<i><b>Wage and Hour Specialist</b></i>	Work involving developing policies, guidelines, and regulations regarding compliance with wage and hour and related laws.					
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>Wage and hour investigative work covers a variety of labor laws and regulations. These include minimum or prevailing wage rates, overtime pay requirements, child labor restrictions, exemption coverage, employment eligibility, family and medical leave, work visas, housing and transportation inspection in agriculture, and other employment issues in agricultural, commercial, construction, industrial, and other business establishments, public institutions, and domestic service in households. Investigators also consider the jurisdiction of various agencies, decisions and precedent-setting cases involving labor laws, and industry practices.</p> <p>Wage and hour investigators, acting on complaints or leads, visit employers and supervisors in State and local government entities and industrial, commercial, agricultural, construction, service, and other business establishments to determine whether the employer has violated applicable laws and regulations. Investigators:</p> <ul style="list-style-type: none"> <li>• interview employers or employer representatives;</li> <li>• reconstruct events, sequences, and time elements and determine relationships, responsibilities, legal liabilities, and conflicts of interest;</li> <li>• observe work operations;</li> <li>• review business records and payrolls; and</li> <li>• interview current and former employees.</li> </ul> <p>If violations are substantiated, investigators may negotiate with the employer to take appropriate action to remedy the violation and to work towards adherence to laws in the future, including paying any back wages or civil monetary penalties due. The majority of investigations are concluded independently by investigators, without requiring litigation. When voluntary compliance with wage and labor laws cannot be negotiated, investigators recommend civil or criminal action. They assist in prosecuting willful violators, working closely with the U.S. Attorney's Office and testifying in court or before a grand jury.</p> <p><a href="#"><u>←BACK TO TABLE OF CONTENTS</u></a></p>					

<b>AGRICULTURAL COMPLIANCE, 1850</b>		<a href="#"><u>Qualification Standard</u></a>
<b>Series Definition</b>	<p>This series covers positions which administer, supervise, lead, or perform work involving:</p> <ul style="list-style-type: none"> <li>• inspecting storage facilities licensed or in the process of being licensed under Federal laws;</li> <li>• inspecting facilities storing products under a Government contract or agreement;</li> <li>• inspecting the condition, quality, and amount of commodity stored in facilities; and</li> <li>• conducting and monitoring quality audits and warehouse examining projects.</li> </ul> <p>Work requires knowledge of:</p> <ul style="list-style-type: none"> <li>• applicable laws and regulatory guidance;</li> <li>• construction, equipment, and operation of warehouses and facilities in the agricultural industries;</li> <li>• inspecting and examining techniques; and</li> <li>• business, bookkeeping, and business accounting practices, and audit methods to ensure products are safeguarded and available.</li> </ul>	
<b>Titling</b>	<p>The basic title for positions in this series is <i>Agricultural Compliance Examiner</i>.</p>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>Federal law establishes Government oversight of warehouse owners under contract with farmers and Government agencies to store certain agricultural products. Owners can have their warehouses licensed under the Act, provided they and their warehouses meet certain requirements. When a warehouse owner applies for a license, an agricultural compliance examiner examines the warehouse, equipment, and business records, and verifies legal and financial responsibility to determine whether Federal requirements are met.</p> <p>Subsequent examinations are made of the warehouse and the stored products to verify and ensure the warehouse owner continues to meet all requirements. When poor business practices or unhealthy conditions are uncovered by subsequent examinations, the warehouse owner is directed to correct these conditions. If appropriate corrections are not made within a specific time period, the warehouse license may be suspended or revoked. If the warehouse owner fails to make the proper corrections, the farmers and agencies who have a contract or agreement with the storage facility are advised of the noncompliance and the warehouse is no longer suitable for safe handling or storage of products. The warehouse is then removed from the agency register of approved facilities.</p> <p>Agricultural products stored by the Government can be removed from a warehouse which has lost its license. No additional agricultural products in which the Government has a financial interest are placed in such storage until the warehouse owner has corrected the deficiencies. Examinations revealing possible fraud or conversion may lead to prosecution of the offending warehouse owner.</p> <p>Depositors of agricultural products stored in a licensed warehouse under the supervision of the Federal Government are “identity preserved” and as such are assured of receiving the same products they deposited. When products are stored on a fungible basis, depositors are assured of receiving products of the same quality and quantity, or they have redress under the law. In both instances, warehouse receipts issued to depositors provide sound collateral for loans and other business transactions.</p>	

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<b>AGRICULTURAL COMPLIANCE, 1850 (continued)</b>	
<b>Occupational Information (continued)</b>	<p>Agricultural compliance examiners perform three basic types of examinations: primary examinations; secondary examinations; and other compliance examinations. While the details of these examinations vary, the methods and techniques of conducting them are similar. Examinations can involve total quality systems audits of suppliers for food assistance programs. They may require interviewing Federal, State, and local Government officials, suppliers, warehouse operators, shippers, bankers, auditors, and trade associations.</p> <p>Examiners perform all examinations in accordance with quality standards; Federal, State, and local food safety laws, regulations, and requirements; and official commodity standards of the United States.</p> <p><a href="#">←BACK TO TABLE OF CONTENTS</a></p>

<b>ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES COMPLIANCE, 1854</b> <span style="float: right;"><a href="#">Qualification Standard</a></span>	
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving qualifying, reviewing, and examining establishments engaged in producing, importing/exporting, distributing, or using alcohol, tobacco, firearms, or explosive products, and ensuring the full collection of revenue on alcohol and tobacco products.</p> <p>Work in this occupation requires knowledge of:</p> <ul style="list-style-type: none"> <li>• Federal laws and regulations governing the production, distribution, and use of alcohol, tobacco commodities, and products derived from alcohol;</li> <li>• Federal laws and regulations governing commerce, manufacturing, and storing of firearms, ammunition, and explosives;</li> <li>• construction, equipment, and operations of regulated facilities and industries; and</li> <li>• inspection, examination, and investigative techniques applicable to the regulated industries.</li> </ul>
<b>Titling</b>	<p>The basic title for positions in this series is <i>Alcohol, Tobacco, Firearms, and Explosives Inspector</i>.</p>
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>Inspectors ensure Federally regulated industries including users, dealers, importers/exporters, manufacturers, and wholesalers comply with applicable laws and regulations. Inspectors generally:</p> <ul style="list-style-type: none"> <li>• examine products, premises, buildings, and equipment;</li> <li>• observe and analyze work activities and operations;</li> <li>• audit and analyze records and reports;</li> <li>• evaluate the procedures and reliability of internal controls within the operation;</li> <li>• interview management officials and other personnel;</li> <li>• prepare inspection reports outlining findings, conclusions, and recommendations;</li> <li>• identify and cite violations of laws and regulations;</li> <li>• identify potential criminal activity and make appropriate referrals; and</li> <li>• identify threats to public safety.</li> </ul> <p>In addition to inspecting regulated industries, inspectors review the finances, personnel, organizational structure, and proposed operations of applicants requesting permission to engage in regulated activities. During reviews, inspectors:</p> <ul style="list-style-type: none"> <li>• ascertain the sources of the applicant’s funds;</li> <li>• investigate the applicant’s background and character;</li> <li>• search public records to determine whether the applicant has a criminal record;</li> <li>• determine whether the applicant’s premises and equipment (if any) and proposed operations comply with applicable laws and regulations; and</li> <li>• ascertain whether the proposed operations would violate any laws or pose a threat to public safety.</li> </ul> <p>Work may include participating on task forces to assist or develop investigative leads for collateral law enforcement investigations regarding importing, manufacturing, and diverting statutorily regulated alcohol, tobacco, firearms, and explosive commodities.</p> <p><a href="#">⇐BACK TO TABLE OF CONTENTS</a></p>

<b>EQUAL OPPORTUNITY INVESTIGATION, 1860</b>		<a href="#"><u>Qualification Standard</u></a>
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work to eliminate illegal discrimination and investigate issues and situations involving violations of equal employment, equal opportunity, and accessibility laws and regulations.</p> <p>Work requires:</p> <ul style="list-style-type: none"> <li>• knowledge of equal opportunity and civil rights laws, regulations, and precedent decisions;</li> <li>• knowledge of investigative techniques, including interviewing, following leads, researching records, reconstructing events, and analyzing facts; and</li> <li>• skill in negotiating and implementing settlement agreements.</li> </ul>	
<b>Titling</b>	<p>The basic title for positions in this series is <i>Equal Opportunity Investigator</i>.</p>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>The primary function of the work is to investigate actual and alleged violations of equal opportunity and civil rights laws, Executive and court orders, and regulations. These laws and regulations encompass a wide range of economic, social, and political activities including employment, housing, and education. The work also involves activities to bring violators into compliance.</p> <p>Equal opportunity investigators collect and analyze data to:</p> <ul style="list-style-type: none"> <li>• determine if violations of equal opportunity and civil rights laws have occurred;</li> <li>• enforce laws prohibiting discrimination in the workplace;</li> <li>• interpret and reconcile conflicting statements during interviews and conciliation;</li> <li>• identify systemic or institutional barriers to equal opportunity; and</li> <li>• conciliate or seek appropriate remedy or relief after substantiating a violation of discrimination.</li> </ul> <p>Complaints can be from either individuals or a group in a class action complaint. While investigators do not typically perform internal EEO program or policy work, they may investigate internal EEO complaints. Based on the issues and allegations, investigators must discern the type of information needed to substantiate a violation. Evidence is typically gathered through interviews, payroll and personnel records, employment applications, and population and demographic statistics.</p> <p>Investigators analyze management practices, organizational structures, employment patterns, career path progression, and pay equity. Typically, the policies and practices have been institutionalized through labor agreements, other contracts, or well-established practices.</p> <p>Investigators interview the charging party or parties, inform them of their rights under the law, and conduct a preliminary review of the charges to determine jurisdiction. They prepare and file charges and take affidavits of charging parties.</p> <p>Investigators analyze information presented in the charge and develop an investigative plan. They obtain evidence through witness interviews and affidavits, written requests for information, on-site investigations, research of records, and when necessary, administrative subpoenas.</p> <p>Investigators weigh conflicting testimony, assess witness credibility, and analyze the information obtained. They summarize and organize the evidence to develop a comprehensive report of investigative findings. Where the investigative findings warrant, investigators perform post-investigation analysis to determine appropriate remedies for injured parties and hold formal conciliation discussions with the parties and/or their representative to achieve a mutually acceptable settlement. At any time during the investigation investigators may conduct settlement discussions with the party or parties in an attempt to obtain a mutually satisfactory agreement. Investigators work closely with trial attorneys on cases being prepared for litigation and participate in pre-trial and trial proceedings.</p> <p><a href="#"><u>←BACK TO TABLE OF CONTENTS</u></a></p>	

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<b>CUSTOMS AND BORDER PROTECTION INTERDICTION, 1881</b>		<a href="#"><u>Qualification Standard</u></a>
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform aviation law enforcement operations to detect, interdict, apprehend, and prevent terrorists and other persons, weapons, and contraband from illegally entering or attacking the United States.</p> <p>Positions covered by this series have in common the dual paramount requirement for the knowledge and skills necessary to pilot aircraft, and knowledge of the customs and border protection activities which form the basis for the flying assignments.</p>	
<b>Titling</b>	<p>The basic titles for positions in this series are:</p> <p style="padding-left: 40px;"><b><i>Customs and Border Protection Air Interdiction Agent</i></b>      Work which involves operating aircraft for such purposes as to prevent the illegal entry and smuggling of aliens, commercial goods, and/or contraband into the United States, and to arrest persons suspected of such violations.</p> <p style="padding-left: 40px;"><b><i>Customs and Border Protection Air Interdiction Agent (Flight Instructor)</i></b>      Work which involves providing ground and flight instruction, including in-flight evaluations, in support of aviation law enforcement flying activities.</p> <p>To accommodate automated systems limitations, these positions may be abbreviated or referred to as <b><i>CBP Air Interdiction Agent</i></b> or <b><i>CBP Air Interdiction Agent (Flight Instructor)</i></b>.</p>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>The primary function of the CBP Air Interdiction Agent is to perform aviation law enforcement duties to aid in preventing illegal entry and smuggling of aliens, commercial goods, and/or contraband into the United States and to arrest persons suspected of such violations. These responsibilities are carried out through a variety of duties, which may vary because of sector requirements, geographical considerations, and program goals or objectives.</p> <p>The duties of an agent require judgment and skill in aviation law enforcement involving:</p> <ul style="list-style-type: none"> <li>• air-to-ground border interdiction of people and conveyances illegally crossing land borders;</li> <li>• air-to-air border interdiction of aircraft illegally crossing air borders;</li> <li>• air-to-water border interdiction of conveyances illegally crossing water borders;</li> <li>• anti-terrorism detection and prevention operations (e.g., support to airspace security for designated areas and national security events as requested by the primary responsible agency);</li> <li>• enforcement of Temporary Flight Restrictions and other airspace restrictions; and</li> <li>• use of electronic equipment, such as two-way radios, night scopes, and remote monitored sensor and video systems.</li> </ul> <p><b>Typical Duties and Functions</b></p> <p><b>Interdiction</b> consists of several major functions detecting, sorting, intercepting/tracking, apprehending, intelligence gathering, assisting in prosecuting, and coordinating with other law enforcement and intelligence agencies.</p> <p><b>Detecting.</b> Agents:</p> <ul style="list-style-type: none"> <li>• conduct air patrols, surveillance, and pursuit activities related to the interdiction of contraband smuggled via land vehicles, aircraft, or vessels;</li> <li>• perform routine aviation patrols and enforcement operations, including city, airport, and river patrols and international boundary security operations;</li> <li>• perform air-to-ground sign cutting; and</li> <li>• use aircraft-borne sensor devices and systems to monitor behavior patterns and activities of persons, vehicles, vessels or aircraft believed to be engaged in illegal activities, including acts of terrorism;</li> </ul>	

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<b>CUSTOMS AND BORDER PROTECTION INTERDICTION, 1881 (continued)</b>	
<b>Occupational Information (continued)</b>	<ul style="list-style-type: none"> <li>• use remote video systems, remote monitored sensor systems, night-vision goggles, pocket and fiber-optic scopes, and other electronic equipment to detect and identify aliens or other persons of interest;</li> <li>• use air intercept/sea search radar; and</li> <li>• fly over water to conduct unseen surveillance of vessels to determine speed, probable route, and point of rendezvous.</li> </ul> <p><b>Sorting.</b> Agents:</p> <ul style="list-style-type: none"> <li>• identify individuals suspected of violating titles 8, 19, and 21 of the United States Code and other related statutes;</li> <li>• make decisions on the admissibility of aliens and vessels into the United States;</li> <li>• inspect documents to determine citizenship or alien status;</li> <li>• detect speech mannerisms and differences in attire and customs of aliens;</li> <li>• monitor furtive behavior patterns, body language, mannerisms, and speech to establish probable cause for detention or arrest;</li> <li>• recognize fraudulent, counterfeit, and altered photos and documents; and</li> <li>• identify intercepted aircraft.</li> </ul> <p><b>Intercepting/Tracking.</b> Agents:</p> <ul style="list-style-type: none"> <li>• develop strategy to successfully interdict conveyances including vehicles, aircraft, and vessels;</li> <li>• fly in close proximity of suspected violator’s aircraft or surface conveyance during hours of darkness in a covert manner;</li> <li>• fly in day and night formation flights;</li> <li>• interpret radar data to calculate approximate triangulation;</li> <li>• visually detect and interpret marks, tracks, and other physical evidence left by the movements of people, animals, vehicles, or other objects at or near international boundaries; and</li> <li>• coordinate ground teams in locating and surrounding smugglers and others.</li> </ul> <p><b>Apprehending.</b> Agents:</p> <ul style="list-style-type: none"> <li>• develop strategy and coordinate aircraft, ground, and water assets;</li> <li>• operate airplanes and helicopters to tactically insert apprehension teams to remote or inaccessible landing sites in support of law enforcement operations;</li> <li>• apprehend, arrest and search aliens or U.S. citizens who are illegally entering or attempting to enter or to smuggle goods or contraband into the United States;</li> <li>• seize narcotics and contraband;</li> <li>• interview suspects to determine if violations have been committed;</li> <li>• arrest violators on-site;</li> <li>• search persons, vessels, baggage, and cargo for contraband or weapons incidental to detention or arrest; and</li> <li>• search vessels or persons after interdiction to gather evidence to support allegations of criminal or terrorist activity.</li> </ul> <p><b>Intelligence-Gathering.</b> Agents:</p> <ul style="list-style-type: none"> <li>• make contact and coordinate with persons in the general aviation and marine community and other law enforcement agencies to gather and share intelligence information about illegal activities or potential acts of terrorism;</li> <li>• collect, refine, and analyze strategic and tactical intelligence;</li> <li>• develop and utilize information on smuggler and smuggling activity as well as terrorist activity and operations, during in-flight operations; and</li> <li>• utilize interrogation and interview techniques to elicit information from suspects to determine criminal violation.</li> </ul>

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<b>CUSTOMS AND BORDER PROTECTION INTERDICTION, 1881 (continued)</b>	
<b>Occupational Information (continued)</b>	<p><b>Assisting in Prosecuting.</b> Agents:</p> <ul style="list-style-type: none"><li>• testify under oath before grand jury, in Federal court proceedings, and in other domestic legal proceedings;</li><li>• advise on the development of facts and evidence;</li><li>• write concise and comprehensive reports of interdiction activities which are forwarded to the appropriate investigative agency, and may become the basis for prosecution;</li><li>• present cases before both criminal and administrative proceedings;</li><li>• ensure all evidence requirements are fulfilled prior to trial;</li><li>• prepare criminal complaints; and</li><li>• obtain sworn statements.</li></ul> <p><b>Coordinating with Other Law Enforcement and Intelligence Agencies.</b> Agents:</p> <ul style="list-style-type: none"><li>• fly in support of Federal, state, and local law enforcement activities;</li><li>• work with foreign law enforcement personnel on mutually negotiated interdiction strategies and operations; and</li><li>• lead, participate, or represent the agency in interagency task force operations.</li></ul> <p><a href="#">←BACK TO TABLE OF CONTENTS</a></p>

<b>IMPORT COMPLIANCE, 1889</b>		<a href="#"><u>Qualification Standard</u></a>
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving the acceptance, tariff classification, appraisal, allowance of specified types of drawback claims, and/or liquidation of formal entries of imported merchandise. The major objectives of the work are to assess customs duties and associated taxes to be paid on imported merchandise, and to ensure compliance with related laws and regulations. Work requires knowledge of:</p> <ul style="list-style-type: none"> <li>• tariff and other import-related laws, regulations, policies, procedures, and administrative and judicial rulings;</li> <li>• technical or physical characteristics, commercial uses, and trade practices associated with imported merchandise; and</li> <li>• import admissibility, classification and valuation of merchandise, final settlement of duties and taxes due, and related matters.</li> </ul>	
<b>Titling</b>	<p>The basic title for positions in this series is <i>Import Specialist</i>.</p>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>Located at seaports, international airports, border crossings, and other strategic inland locations, import specialists examine document packages submitted by importers or by representatives, called customhouse brokers. Importers or brokers must submit document packages known as "formal entries" to legally enter foreign merchandise into the commerce of the United States.</p> <p>Import specialists must be alert for potential acts of misrepresentation and fraud. They request financial audits and criminal investigations when they suspect illegal activity. They identify and recommend potential areas of inquiry and explain the significance of information developed by auditors and investigators related to those inquiries. Based on their knowledge of repeat importers, they recommend whether and to what extent to consider the explanations given by penalized importers. They possess an in-depth knowledge of particular commodities and the manner in which the commodities are bought, sold, packaged, and shipped. Import specialists apply this knowledge as members of special enforcement teams established to combat fraud and smuggling.</p> <p>Import specialists perform their duty assessment and trade-related functions within a framework of laws and regulations which include the Tariff Act of 1930, as amended, the Tariff Schedules, and the legal definitions of value for customs purposes collectively known as the "value law."</p> <p>Over the years, the Tariff Act has been amended by Congress through bilateral and multilateral trade agreements between the United States and other nations and through enacting legislation based on foreign policy and economic considerations. To carry out the law, a large body of customs regulations were developed, and a larger body of administrative and legal rulings are the result. Legal rulings result from judicial decisions on duty assessment and other customs-related matters by the Court of Internal Trade and appeals heard in the U.S. Court of Customs and Patent Appeals.</p> <p>The laws, regulations, and rulings both assist and constrain import specialists. Importers may challenge decisions, particularly on new importations, through administrative channels and the courts. If sustained, the contested decisions and actions add to the body of local or national precedents. Therefore, import specialists spend a significant portion of their time writing reasoned explanations for their decisions, drawing upon laws, regulations, and precedent rulings. Import specialists may, at times, serve as technical advisors to Government attorneys or testify in court to explain a challenged determination.</p>	

(continued)

**IMPORT COMPLIANCE, 1889 (continued)**

Occupational Information (continued)

*Tariff Schedules and Tariff Classification.* Import specialists use the Harmonized Tariff Schedule of the United States Annotated (HTSUSA), which is assembled and published by the U.S. International Trade Commission, as one of their primary guidelines. Import specialists classify commercially imported articles or products into the most appropriate single tariff class from among thousands of separate, but often very similar, items identified under the HTSUSA. They also verify the appraisalment of the unit value of imported merchandise and determine the applicable rate of customs duty, internal revenue taxes, and fees.

Import specialists make their classification decisions by identifying the imported article or product. The item's unique features or uses are significant for tariff classification purposes. They appraise merchandise by identifying the dutiable costs involved in its transfer from foreign seller to importer and by applying the value law. Import specialists physically examine samples of imported merchandise or use the results of laboratory analyses when they decide such measures are necessary to make classification and value decisions. They may require the importer or broker to provide additional documentation to substantiate the claim.

Where there are no obvious restrictions, customs inspectors at piers and loading docks may release the merchandise before the documentation of a formal entry reaches the import specialist. If the import specialist determines the imported merchandise is a prohibited substance or article, or otherwise violates a law or regulation and should have been denied entry into the nation's commerce, the specialist withholds liquidation and initiates an order for redelivery of the merchandise. Monetary bonds are required of importers at the time they file their entries to induce compliance with laws and regulations, and when necessary and practicable, compliance with orders for redelivery.

Before releasing merchandise, import specialists ensure importers or brokers:

- declare the kind, quantity, and value of merchandise being imported;
- describe the merchandise in the manner it is described in the tariff schedules;
- cite the most applicable tariff item number and trade statistical suffix;
- estimate the amount of duty, taxes, and fees payable; and
- attach a check in the amount estimated.

Importers or brokers may consult the import specialists in advance of an importation to avoid unanticipated changes in the duty and tax they must pay. Upon completion of the review and/or computation of the final duty and tax liability, import specialists forward the entry package to a unit to compute the final duty and tax liability. When necessary, the importer is billed for additional duty and taxes owed, or issued a refund for overpayment.

*Value Law and Appraisalment.* The value law, or Section 402 of the Tariff Act of 1930, as amended, controls the appraisalment work of import specialists. The law establishes and defines several bases of value for customs purposes. It also establishes the circumstances under which each basis of value is to be applied in appraising an imported article and generally the costs involved in an importation to be considered in the appraisalment. The value of merchandise appraised by import specialists is significant for customs and related government purposes, but will not necessarily equal the value of the same merchandise appraised for commercial purposes. Although the value law specifies the kinds of costs to be considered, the task of identifying the presence of such costs and their true amounts requires thorough knowledge of particular commodities and how they are traded, as well as skill in the use of a variety of data collection techniques.

Import specialists use several bases of value to appraise the unit value of imported merchandise.

- Transaction value is the primary basis of value under the current value law. It is essentially the price paid or payable by the importer to the foreign seller as reflected in the invoice. To make a valid appraisalment, the import specialist must recognize and fill any gaps in significant information on the nature of the merchandise, the terms of the sale, and actual import costs.

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<b>IMPORT COMPLIANCE, 1889 (continued)</b>	
<b>Occupational Information (continued)</b>	<ul style="list-style-type: none"><li>• Secondary (or alternate) bases of value, used when no valid transaction value can be determined, include:<ul style="list-style-type: none"><li>– using previously accepted transaction values for identical or similar merchandise;</li><li>– working back from the selling price of the import in the United States, deducting importer profit, general expenses, and specified shipping costs; and/or</li><li>– adding the costs, with certain specified exceptions, associated with the production, purchase, and packing of the imported merchandise.</li></ul></li></ul> <p>In situations where the bases of value cannot be determined or used, as strictly defined by the law, import specialists appraise imported merchandise by following the methods outlined for each of these bases, but reasonably adjusted within the limits of the law.</p> <p>In addition to their role in revenue collection, import specialists perform significant trade-related functions such as verifying import-related trade statistics for the Bureau of the Census, and identifying the applicability of, and taking actions related to, trade programs designed to protect domestic industry from illegal or unfair foreign competition.</p> <p><a href="#">←BACK TO TABLE OF CONTENTS</a></p>

<b>CUSTOMS AND BORDER PROTECTION, 1895</b>		<u><a href="#">Qualification Standard</a></u>
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving detecting and preventing terrorists and instruments of terror from entering the United States, and enforcing and administering laws relating to the right of persons to enter, reside in, or depart from the United States, Puerto Rico, Guam, and the U.S. Virgin Islands, and the importation/exportation of merchandise. Customs and Border Protection Officers:</p> <ul style="list-style-type: none"> <li>• interview persons and examine documents to determine citizenship and immigration status;</li> <li>• make informed decisions regarding the admissibility of aliens into the United States and admitting, holding, or releasing merchandise;</li> <li>• obtain information about the description, characteristics, value, and country of origin of imported merchandise or agricultural products, by questioning and eliciting information from people;</li> <li>• search persons, baggage, cargo, and carriers for contraband;</li> <li>• monitor, examine, and process cargo containers at seaports to facilitate importing merchandise; and</li> <li>• exercise sound judgment necessary to apprehend, detain, or arrest persons at the point of entry who are violating Federal immigration, customs, agriculture, or other laws.</li> </ul> <p>The work requires knowledge of laws, regulations, policies and procedures concerning the legal entry of persons and merchandise to the United States.</p>	
<b>Titling</b>	<p>The basic title for positions in this series is <i>Customs and Border Protection Officer</i>.</p>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>The work and responsibilities of Customs and Border Protection (CBP) Officers have changed over time. Some of the aspects impacting the work are:</p> <ul style="list-style-type: none"> <li>• the threat of terrorist activities and weapons of mass destruction;</li> <li>• more accessible international travel and trade;</li> <li>• the examination process is frequently carried out in a language other than English;</li> <li>• the preliminary screening and processing functions for immigration, customs, and animal and plant health inspections can be carried out by one officer at border stations or passenger terminals; and</li> <li>• immigration laws are expanded to delegate removal authority under certain conditions to CBP Officers.</li> </ul> <p>CBP Officers must deal with large numbers of people and nationalities (e.g., U.S. citizens, aliens, immigrants, non-immigrants, or refugees) presenting themselves for entry and the import/export of merchandise into the United States. There is a certain stress created by the examination process due to the numbers of people or amount of cargo, and the time spent waiting to be processed. People have often traveled great distances, and by the time they present themselves for examination, are tired, short-tempered, and even hostile.</p> <p>CBP Officers conduct inspections at:</p> <ul style="list-style-type: none"> <li>• land ports along the borders shared with Mexico and Canada;</li> <li>• air ports of entry throughout the continental United States, Alaska, Hawaii, Puerto Rico, Guam, and the U.S. Virgin Islands;</li> <li>• seaports along the Atlantic and Pacific Oceans, the Gulf of Mexico, and the Great Lakes; and</li> <li>• pre-clearance sites abroad and designated foreign Container Security Initiative (CSI) cargo locations.</li> </ul>	

(continued)

**CUSTOMS AND BORDER PROTECTION, 1895 (continued)**

Occupational Information (continued)

*Preprimary/Risk Assessment.* Preprimary and risk assessment occurs prior to the arrival of persons, conveyances, or merchandise, as human intelligence, or information about impending arrivals is received via automated manifests, entries, or passenger and crew information systems. This information is analyzed using various databases and other information sources.

*Primary Examinations.* CBP Officers search persons and examine baggage, personal and household effects, temporary importations, and gifts accompanying travelers using commercial or private conveyances.

Officers have a wide range of responsibilities in applying regulations and procedures for many kinds of goods accompanying all types of travelers (e.g., returning residents, immigrants, tourists, diplomatic personnel, crewmembers, commuters, businessmen). At many ports of entry, the volume of traffic requires quick decisions based on skillful questioning and observation to ascertain when a search is required of persons and/or baggage to detect possible smuggling. This may include appraising merchandise, or determining if a special clearance is required to admit merchandise or to allow exemptions.

Officers perform other examination functions, for example, examining merchandise, informal entries, export examination, and boarding vessels and aircraft as a part of passenger and cargo examinations.

Officers at some ports may perform very limited portions of these examinations. Others may perform most of the different types of examinations or additional types of work, such as serving as a member of a special investigation team. Officers must be familiar with a wide range of electronic devices, such as x-ray vans, body scanners, density measuring devices, and fiber optics.

The primary examination process establishes each applicant’s identity, citizenship, and documentation requirements for entry. Officers then assess the documents and circumstances surrounding the application to determine admissibility. Officers query various databases for existing records on the applicant and take further action, such as detention if there is a match.

If the CBP Officer determines an alien may not be admitted into the United States, the officer must choose an alternative action best for the circumstance:

- if additional documentation or a waiver is missing, the officer provides the alien the appropriate forms for completion;
- if the inadmissibility cannot be resolved, the officer may formally refuse entry, return the alien abroad, and create a record of the action;
- if the alien falls under removal guidelines, the officer carries out formal removal action;
- if the alien falls under prosecution guidelines for a criminal charge, the officer prepares the case for presentation to a magistrate; and
- in the case of a vessel inspection, the officer may detain any inadmissible alien on board the vessel by refusing landing privileges.

Formal removal action requires the officer to:

- prepare sworn statements, and advise the alien of his or her status;
- prepare a permanent record for the file, and arrange for the alien’s physical removal; and
- detain the alien for an interview with an asylum officer if the alien claims fear of persecution.

The officer may be tasked to coordinate a hearing for an appeals board and prepare the Government’s case. The officer serves the alien and the appeals board with a notice of the officer’s findings and the scheduled hearing date. If the alien must be detained until the hearing, the officer coordinates the detention and may transport the alien to the detention facility.

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**CUSTOMS AND BORDER PROTECTION, 1895 (continued)**

Occupational Information (continued)

If an applicant requests asylum or presents refugee documentation provided by U.S. officials abroad, the officer:

- determines whether the applicant has the proper documentation for the status he or she is seeking; be interviewed by an asylum officer; or submit to a different type of processing depending on the circumstances as defined by law;
- prepares sworn statements and advises the alien of his or her status;
- prepares a permanent case file and arranges for the alien’s physical removal; and
- detains the alien for an interview with an asylum officer if, during the interview process, he or she claims fear of prosecution.

Officers apply sound judgment to:

- question travelers and review documents as appropriate to determine:
  - residence for customs purposes;
  - what articles were acquired abroad and their value; and
  - the presence of prohibited or restricted items;
- inform travelers of customs requirements and travelers’ obligations in declaring articles acquired;
- determine level of scrutiny required in examining persons, baggage, and conveyances;
- grant customs clearance to travelers entitled to free entry;
- determine what special exemption privileges are appropriate and personal exemptions are allowed;
- examine baggage and commercial imports for compliance, and to detect contraband, prohibited or restricted items, and undeclared or undervalued items;
- pass all duty-free merchandise and items;
- determine allowances for wear and tear of items purchased and used abroad;
- classify and determine dutiable value of, and taxes to be collected on:
  - articles for personal and household use above the allowed exemptions; and
  - commercial imports up to the value allowable on a baggage declaration or informal entry;
- seize prohibited, undeclared, and undervalued items and detain designated items for clearance;
- detect whether violations, with respect to prohibited, undeclared, or undervalued items, are due to misinformation, inadvertence, or inexperience;
- conduct personal search of travelers when an officer suspects a weapon may be present, search for merchandise (including contraband) hidden on a person’s body, perform an arrest action for contraband, confirm a National Crime Information Center (NCIC) warrant, and/or detain persons for other agencies;
- collect and safeguard evidence in cases of smuggling and/or fraud when either a penalty or criminal prosecution may be warranted; and
- release examined baggage or vehicles after ascertaining all laws and regulations have been complied with and all duties and taxes paid.

The examination process is moving towards greater use of technology to streamline entries, especially for pre-enrolled, frequent travelers, and to utilize law enforcement information developed by others. Technology officers use includes:

- computerized inter-agency database systems, including the Interagency Border Inspection System (IBIS), National Automated Inspection Lookout System (NAIS), and other law enforcement systems, such as the National Crime Information Center (NCIC) for warrants and lookouts;
- document readers which record entries, query databases, and match biometric identifiers on a document to the person presenting the document (e.g., fingerprints and handprints);
- document scanners, fiber-optic microscopes, and ultra-violet lights helping to detect alterations in passports, visas, and other documents;
- photo-phones allowing officers to communicate and consult with DHS Forensic Document Laboratory using images of documents transmitted by phone line;
- license plate readers which read programmed vehicle license plates and query the IBIS database, which the officer monitors for results and may override if a misreading occurs; and
- biometrics identification of applicants.

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**CUSTOMS AND BORDER PROTECTION, 1895 (continued)**

Occupational Information (continued)

CBP Officers must have the knowledge and skill to carry out the following:

- evaluate information rapidly, make judicious decisions promptly, and take appropriate action immediately, while remaining courteous and professional;
- interview persons face-to-face quickly and courteously, while maintaining focus and control over the process with a line of people waiting for similar processing;
- extract information from sometimes uncooperative applicants by skillful questioning techniques;
- take sworn statements and substantiate all elements of a charge in the statement;
- communicate effectively, frequently in a second language, with citizens and non-citizens;
- conduct personal searches of individuals and examine their luggage and personal belongings, as well as vehicles and conveyances;
- examine documents for authenticity, alteration, or counterfeiting;
- recognize when an individual is trying to imitate different speech patterns, accents, and intonations which indicate a geographic area;
- recognize body language to indicate a person’s emotional state (i.e., whether they may be withholding information or lying, or appear stressful, threatening, or uneasy);
- give instructions or appropriate forms to travelers in cases of:
  - articles not accompanying the travelers;
  - commercial shipments in excess of the value entered on a baggage declaration or informal entry, or requirements for special approval;
  - seizures which may be petitioned for return; or
  - other similar circumstances;
- determine appropriate entry and bond for temporary importations and prepare bonds as necessary;
- determine if descriptive lists include correct description and value of importations, such as commercial samples or tools of the trade;
- fix the amount of bonds and penalties to be applied if merchandise is not delivered for exportation;
- detect chemical, biological, and other weapons of mass destruction;
- develop a profile to fit a particular situation and recognize when individuals fit a profile;
- understand court procedures, how to testify, and the protocol used in court proceedings or hearings;
- apply and develop intelligence information concerning applicants and trends in law violations; and
- carry out expedited removals while protecting the applicant’s right to request asylum if the person fears persecution after returning abroad.

CBP Officers ensure imported merchandise is correctly invoiced and admissible into the commerce of the United States. Officers examine two broad categories of imports:

- merchandise being imported on a baggage declaration, on an informal entry basis for private use in small commercial shipments, or for temporary purposes; and
- merchandise being imported in large commercial quantities not requiring examination by import specialists.

*Secondary Examinations.* Officers typically rotate between both primary (initial entry) and secondary examination sites. Secondary examination is where the applicant is referred for a variety of reasons (e.g., a more detailed vehicle examination, currency declarations, agricultural purposes, general inquiries, and/or interview if questions need to be resolved). All inquiries and questions must be completed and resolved before the applicant is admitted into the United States.

When an applicant is not immediately admissible, the applicant is passed from the officer working primary examination to another officer working secondary examination for further questioning, so the queue of applicants waiting for primary inspection continues to move at a steady rate.

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**CUSTOMS AND BORDER PROTECTION, 1895 (continued)**

Occupational Information (continued)

The most frequent immigration violations involve imposters presenting other persons' documents. In such situations the primary officer may question whether the person:

- is an imposter;
- is carrying counterfeit or altered documents; or
- has a criminal or prior immigration record producing a "hit" on the IBIS database.

CBP Officers examine all imported cargo whether entered for consumption, warehoused, exported, transported in bond, released under an immediate delivery permit, or placed in general order or a bonded warehouse. Officers carry out a wide range of responsibilities in applying regulations and procedures for entering, examining, and releasing a variety of merchandise from all parts of the world. At many ports, officers may rotate among various cargo stations. Some stations may be terminals for general cargo from several countries; others may be terminals for one bulk product (e.g., crude oil or sugar). Officers use sound judgment in performing duties, such as:

- examining international shipping containers before they leave foreign ports and as they cross the U.S. border;
- overseeing the unloading process or performing the prescribed weighing, gauging, measuring, and sampling of merchandise;
- accounting for the disposition of all unladen cargo, restricting the delivery of merchandise without the required permit, and releasing merchandise under the proper permit;
- comparing invoices, entry permits, and bills of lading listed on carriers' manifests to ensure all required documents are complete and in proper form;
- identifying and detaining merchandise subject to inspection by other agencies (e.g., Department of Agriculture or Department of Transportation) and performing examinations or notifying appropriate officials;
- forwarding samples of designated merchandise to be examined and appraised by import specialists or for analysis by a laboratory;
- selecting samples from each invoice for physical examination, particularly choosing cases appearing unusual for any reason;
- verifying the merchandise is correctly invoiced for classification and value purposes, and is entitled to admission into the commerce of the United States;
- noting discrepancies and additional information needed on invoices for proper classification and value determinations;
- holding up release of shipments and reporting findings of contraband, undervalued or undeclared items, and other violations of customs regulations and those of other agencies which customs officers are required to enforce (e.g., marking of country of origin, proper labeling, license or permits for restricted drugs, firearms, or other restricted items);
- checking on sufficiency and type of bond before releasing merchandise for immediate delivery, immediate transportation, or other shipment in bond, entry into warehouse, or other disposition;
- initiating action to place shipments in a customs warehouse when entry has not been made in the allotted time;
- reporting action on all merchandise manifested to show findings of overages, shortages, pilferage, and damages for each shipment;
- examining unaccompanied baggage for contraband;
- seizing prohibited items;
- determining free and dutiable items;
- classifying and assessing duty and taxes on dutiable merchandise;
- ensuring cargo remains in customs custody until all requirements for release are met; and
- detecting chemical, biological, and weapons of mass destruction.

CBP Officers inspect noncommercial importations and small, lower-valued commercial shipments not exceeding a specified value. Informal entries are still subject to the same requirements for classification and appraisal required for "formal entry". Officers are authorized to prepare or complete entries on which estimated duties have been paid under the informal entry procedures.

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**CUSTOMS AND BORDER PROTECTION, 1895 (continued)**

Occupational Information (continued)

If commercial shipments exceed the amount entered informally, CBP Officers advise the importer to make formal entry through other designated offices. When processing informal entries, officers:

- search for and seize prohibited and restricted items;
- examine merchandise to determine or verify accuracy of tariff classification and value;
- review invoices and other documents for required data;
- report violations of customs laws and laws of other agencies;
- determine free or dutiable status;
- ensure merchandise is properly invoiced and meets the requirements for admission into commerce;
- hold merchandise requiring inspection by other agencies;
- release unrestricted, free, and dutiable shipments; and
- collect and account for duty and taxes.

CBP Officers conduct thorough searches, or secondary examinations, of persons, baggage, vehicles, and cargo referred for:

- observed or stated concerns during the primary inspection;
- routine examinations which are part of computer-generated random examinations; or
- management directed enforcement operations.

Most violations are discovered during secondary examinations, since this type of exam is more thorough. Secondary examinations can include full truck x-rays, breaking down tires, scoping gasoline tanks, and searching persons which may include a pat-down, complete body search, monitoring bowel movements, or x-rays.

Officers can require the cargo be “de-vanned” or “unstuffed” in truck trailers or cargo containers. Officers use various hand-held detection devices, such as density meters to scan for abnormal readings.

CBP Officers also use fiber optic scopes to look into walls, cargo containers, or gasoline tanks; and detection dogs to examine vehicles, luggage, and cargo for prohibited items.

CBP Officers board or give entrance and clearance to all vessels and aircraft before they unlade their cargo and discharge crew or passengers. Officers have the responsibility for boarding and/or granting preliminary entry when documents are in order (i.e., complete manifest listing cargo in bill of lading, passenger and crew list, or clearance from last port). Trains, trucks, and other vehicles must also present manifest, bills of lading, or invoices. Generally, officers give oral permission to unlade cargo and discharge passengers after examining documents to ensure they are in order. Officers:

- verify documents, collect and give receipt for fees and taxes as applicable, such as tonnage taxes, entry fees, and harbor maintenance fees;
- question the master of the conveyance concerning the presence of any contraband on board and explain customs entry and discharging procedures;
- secure and seal stores, crew purchases, and medicinal narcotics;
- search vessels or aircraft if necessary or oversee the discharge of cargo;
- issue permits to proceed to travel to the next U.S. port or to a foreign destination; and
- ensure other agency requirements are met.

For commercial shipments, officers ensure invoices meet legal requirements for acceptance. The invoice must contain the following types of factual information:

- an accurate description of the articles listed on the invoice;
- the seller’s, shipper’s, and consignee’s name;
- country of export;
- grade, quality, quantities, or trademarks; and
- unit price.

(continued)

**CUSTOMS AND BORDER PROTECTION, 1895 (continued)**

Occupational Information (continued)

If the importer does not provide data, the officer informs the importer what is required before the merchandise can be inspected and released. In the case of immediate delivery permit, a conditional release of the goods is given and payment of duty must be made within 10 days. When a pro forma invoice is used, legal requirements are satisfied and the pro forma invoice is considered a binding document. For importations for personal use, the officer uses the invoice primarily for information about the purchase and its price in determining the dutiable value of merchandise.

Some officers conduct specialized merchandise examinations in vessels and shore tanks. The officer files a report by computer or handwritten notes showing date of examination, and any other notation concerning the examination of the merchandise. The report becomes the official record of the importation upon which the duties and taxes are determined.

If the officer determines the invoice description of the merchandise is inadequate or incorrect, a commodity classification determination is necessary to properly describe the merchandise. To check and report on a variety of merchandise, officers must be familiar with a vast amount of information contained in examining manuals and tariff schedules. These guidelines identify the variety of features to be checked and the action to be taken by the officer, the critical points in the classification value, and the release requirements for specific classifications.

To classify importations it is necessary to know how to apply the principles of categorizing merchandise. An item may be listed under the material of which it is made, its use, or its name. The guidelines for examining merchandise may require the officer to determine if a more specific classification is in order, such as a commonly imported item having a higher duty rate.

The accuracy of the commodity classification is important for Department of Commerce to track statistics on foreign commercial importations. Similarly, some items may be prohibited only from certain countries, under quota restrictions, or trademark issues. Improper determinations or misclassifications of quota restrictions, foreign asset control regulations, copyright and trademark regulations, or provisions in trade agreements and treaties may impact public health, plant and animal life, and other similar conditions due to invasive or viral infestations. Officers must be familiar with various lists and manuals identifying products covered by these restrictions and regulations.

*Outbound, Registration, and Exit Control Functions.* CBP Officers ensure restricted or prohibited merchandise is not smuggled out of the country. This includes:

- importations which are prohibited items, and consequently must be exported out of the country;
- importations which are withdrawn from bonded warehouses on which duty and taxes have not been paid;
- merchandise which must have licenses or permits for exportation;
- cargo passing through the United States bound for other countries; or
- materials shipped to foreign trade zones for further processing or manufacture before being exported.

Officers make judgments about prohibitions, restrictions, or regulations for merchandise being exported in the same manner as judgments made about importations. Officers:

- examine pedestrians and vehicles for currency violations;
- examine export shipments and, if required, supervise lading on carriers;
- verify quantities and condition for compliance with customs in-bond or other entry requirements;
- examine for weapons of mass destruction and their parts;
- examine for restricted technology;
- verify exports are not bound for embargoed destinations;
- examine Department of State licenses for export of critical technology;
- examine permits and licenses required by other Government agencies;
- check seals and condition of containers; and
- check for smuggling of stolen vehicles, weapons, narcotics, and other restricted or prohibited items.

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<b>CUSTOMS AND BORDER PATROL ENFORCEMENT, 1896</b>		<u><a href="#">Qualification Standard</a></u>
<b>Series Definition</b>	<p>This series covers positions which supervise, lead, or perform work involving:</p> <ul style="list-style-type: none"> <li>• detecting and preventing smuggling or illegal entry of aliens and goods into the United States;</li> <li>• conducting surveillance at U.S. borders and interior points to prevent entry of illegal aliens, goods, narcotics, weapons, and other illegal or controlled substances;</li> <li>• detecting, apprehending, and arresting aliens in violation of the conditions under which they were admitted or who entered illegally by falsely claiming U.S. citizenship or legal status;</li> <li>• detecting and arresting producers, vendors, and users of counterfeit, altered, and genuine documents used to circumvent the customs, immigration, and naturalization laws of the United States;</li> <li>• enforcing the criminal provisions of the immigration and naturalization laws and regulations of the United States as well as other Federal laws;</li> <li>• detecting and preventing smuggling, theft, pilferage, or diversion of contraband and controlled substances and materials into or out of the United States;</li> <li>• conducting surveillance at, around, and between international ports of entry to the United States; and</li> <li>• apprehending suspected violators of the criminal provisions of U.S. immigration and customs laws.</li> </ul> <p>Work requires:</p> <ul style="list-style-type: none"> <li>• knowledge of statutes, regulations, instructions, and precedent-setting decisions pertaining to enforcement of immigration and naturalization laws;</li> <li>• knowledge of standard investigative and law enforcement procedures to enforce immigration, naturalization, and customs laws, and other Federal statutes;</li> <li>• skill in evaluating information rapidly, making timely decisions, and taking prompt and appropriate actions under less than optimal conditions;</li> <li>• fluency in a foreign language; and</li> <li>• an understanding of foreign cultures and customs.</li> </ul>	
<b>Titling</b>	<p>The basic titles for positions in this series are:</p> <p style="padding-left: 40px;"><b><i>Customs Patrol Agent</i></b>    Work involving detecting and preventing smuggling, theft, pilferage, or diversion of contraband, controlled substances, and materials into or out of the United States.</p> <p style="padding-left: 40px;"><b><i>Border Patrol Agent</i></b>    Work involving detecting and preventing smuggling or illegal entry of aliens into the United States.</p>	
<b>Occupational Information</b>	<p><b>General Occupational Information</b></p> <p>The primary function of customs and border patrol agents is to prevent the illegal entry and smuggling of aliens, commercial goods, and/or contraband into the United States and to arrest persons suspected of such violations. The enforcement is carried out through a variety of duties, which may vary slightly from one part of the country to another because of sector requirements, geographical considerations, and program goals or objectives.</p> <p>Persons who enter the United States illegally may walk, ride, fly, or swim across the borders. They may use counterfeit or altered documents, impersonate the owner of a valid document, or make false or misleading statements at the time of inspection or at the time of encounter in an effort to assume a legal status.</p>	

**(continued)**

**CUSTOMS AND BORDER PATROL ENFORCEMENT, 1896 (continued)**

Occupational Information (continued)

*Authority.* Customs and border patrol agents constitute a vital part of the total enforcement function of the U.S. Department of Homeland Security. Their role is to perform work designed to detect and prevent the smuggling and illegal entry of aliens, contraband, narcotics, and controlled substances into the United States. There must be probable cause and reasonable assurance a violation has occurred to arrest violators, and the person of interest has committed it. Agents conduct interviews, interrogations, searches, seizures, and arrests in conformity with pertinent laws and precedents regarding the rights of citizens and aliens.

*Maintaining the Integrity of International Boundaries.* Working at or near a land border or coastline, border patrol agents maintain general surveillance over the assigned area by observing people and events in the area and questioning persons when necessary. Agents may:

- “lie in” at selected strategic points along the border and intercept illegal entrants for subsequent detention or expulsion from the United States;
- detect and interpret tracks, marks, and other physical evidence left by the movement of people, animals, vehicles, or other objects; and
- interpret “sign cutting” to locate, identify, and apprehend illegal aliens and smugglers of narcotics, weapons, or other contraband who enter or pass through the area being worked.

*Technology.* Based on the area assigned, border patrol agents:

- use remote monitored electronic sensors to enhance their skill to detect, view, and intercept aliens who are attempting to enter the United States illegally;
- employ remote video systems (e.g., night vision goggles, pocket scopes, and fiber optic scopes) tied into central computers and other electronic equipment to detect and identify aliens or other persons; and
- access various databases to record apprehensions and recidivism, and check criminal and immigration records.

*Preparation of Reports.* Border patrol agents may represent the United States in misdemeanor smuggling and illegal entry cases before a magistrate. In this capacity, agents prepare detailed paperwork to substantiate the allegations made against the defendant and present the Government’s case in court. Border patrol agents prepare all reports relating to an apprehension or investigation for the purpose of sustaining:

- formal deportation and removal of an alien determined to have violated one or more provisions of the Immigration and Naturalization Act (INA) of 1952, as amended, pertaining to the deportation and removal of aliens;
- removal of an alien who has waived his or her right to a deportation hearing;
- criminal prosecution of an alien for violating provisions of the INA or other felonies committed in the agent’s presence or view; and
- criminal prosecution of a U.S. citizen for violation of any of the criminal provisions of the INA or other felonies committed in the agent’s presence or view.

*Risk Assessment.* Border patrol agents work autonomously, in vast stretches of rugged terrain, where they are required to use their best judgment. Agents:

- conduct daily risk assessments to identify the hazards associated with the areas they are assigned;
- use risk assessments to prepare for and mitigate identified risks for themselves and the illegal aliens they encounter;
- gather information by reading intelligence reports to identify the likely avenues of entry, keeping current on weather data, and determining what extra supplies to carry (e.g., extra water and cold and hot weather survival kits);
- establish contact with the entities controlling the flow of water in rivers and canals in preparation of a change in water levels; and
- contact firefighters to direct to fires witnessed in remote areas.

(continued)

**CUSTOMS AND BORDER PATROL ENFORCEMENT, 1896 (continued)**

Occupational Information (continued)

*Work Site Enforcement.* Based on information and intelligence received or developed, or investigations, patrol agents:

- obtain warrants to check farms, ranches, lumber camps, and other establishments for illegal aliens who have escaped detection at the border or who are in violation of status and arrange for their detention, deportation, or voluntary departure; and
- systematically check hotels, rooming houses, construction projects, camps, parks, urban areas, and institutions to locate undocumented aliens or aliens involved in criminal activity attempting assimilation into the community.

*Interior Patrol.* Patrol agents often encounter aliens on the street or during transportation checks who claim to be employed in the United States while performing routine border and interior patrols. Invariably, aliens who claim to be employed are normally not the only undocumented aliens employed by the company. Cases can involve asset forfeiture or vehicle seizures from employers, and administrative and criminal penalties consisting of monetary fines and collection, as well as detention of both the aliens and/or the employers. Agents:

- determine the aliens' current employment situation through questioning;
- routinely follow-up on employer information, and in many cases, discover the employer has other undocumented aliens on the payroll;
- develop investigative leads and secure informants to infiltrate the employer's establishment;
- secure Blackie's Search Warrants which allow Federal officials entry into a worksite for questioning employees without specifically naming the individuals to be questioned;
- prepare prosecutable cases;
- take sworn statements from aliens and legal employees, employers, and co-workers; and
- coordinate with investigators in the U.S. Department of Labor, securing and serving warrants for both aliens and employment records.

After establishing probable cause and the existence of "articulative facts," patrol agents may, without a warrant, perform the following:

- interview any person believed to be an alien about his or her right to be in or remain in the United States;
- arrest any alien or U.S. citizen who, in their view, is entering or attempting to enter or smuggle goods or contraband into the United States in violation of law;
- board vessels and other conveyances to search for aliens;
- enter private lands within a distance of 25 miles of any external boundary for purposes of patrolling the borders of the United States to prevent the illegal entry of aliens, commercial goods, narcotics, and weapons of mass destruction;
- arrest persons known to have committed felonies and are cognizable under any law regulating the admission, exclusion, or expulsion of aliens if there is reason to believe the person is guilty of such felony, and is likely to escape before a warrant of arrest can be obtained; and/or
- search a person and their personal effects when they are seeking admission to the United States.

Patrol agents also are empowered to:

- execute warrants and other processes issued by any agent under laws regulating the admission, exclusion, or expulsion of aliens;
- administer oaths; and
- take and consider evidence concerning the privileges of any person to enter, re-enter, pass through, or reside in the United States, or concerning any matter material or relevant to enforcing immigration and naturalization laws.

Persons who, through questioning, are found to be illegally in the United States are further questioned to determine:

- the time, place, and means of entry into the United States;
- whether the person was assisted in any way in entering illegally;
- whether a smuggling violation was involved;
- the names of other persons, if any, who accompanied them; and
- whether fraudulent documents were used to claim citizenship or legal status.

(continued)

**CUSTOMS AND BORDER PATROL ENFORCEMENT, 1896 (continued)**

Occupational Information (continued)

*Narcotics Interdiction.* Patrol agents play a key role in the interdiction of narcotics between the ports of entry. They have the authority to seize narcotics and other contraband, such as firearms. They:

- interview or interrogate suspects or witnesses;
- search for physical or documentary evidence or clues to substantiate findings or conclusions;
- establish a chain of evidence; and
- prepare reports of the apprehension in a clear and logical manner.

The duties of a patrol agent require varying degrees of judgment and skill in:

- dealing effectively with persons from all walks of life, including those of different nationalities and cultural backgrounds;
- developing, evaluating, using, and controlling informants;
- using standard investigative techniques, such as interviewing witnesses, searching records and databases, conducting surveillance, and analyzing intelligence information;
- using a variety of electronic equipment, such as two-way radios, night scopes, and remote monitored sensor and video systems; and
- using 2- and 4-wheel drive vehicles, as well as other types of mobile equipment.

*Examples of Duties and Functions.* Customs and border patrol agents must determine whether to seize contraband at the time of arrest or initiate a surveillance to identify and apprehend additional co-conspirators. Agents must take into consideration the totality of the situation and decide whether to commit additional resources to operations. Trends influencing patrol work include:

- volume (bulk, type, and number of shipments) of smuggler and contraband movements;
- sophistication, ingenuity, and use of technology to smuggle contraband into or out of the United States;
- international trafficking in contraband, particularly narcotics, often involving organized criminal elements;
- demand for, and the resultant, increased trafficking in narcotics, firearms, and explosives, and other illegal or controlled substances;
- public attitudes toward law enforcement agents, including attempts by some citizens to hinder law enforcement activities; and
- awareness and concern for the rights of persons apprehended, questioned, or held in connection with suspected criminal violations.

*Task Force Operations.* Customs and border patrol agents frequently perform duties with other law enforcement agencies as part of a task force. Task force operations serve as a secondary enforcement tier in efforts focusing on controlling the immediate border area through special initiatives and operations. Patrol agents, serving on a task force operation:

- increase intergovernmental cooperation and integration of activities between law enforcement entities at all levels of government to identify and apprehend criminal aliens and apprehend aliens involved in organized crime, violent gangs, and/or drug trafficking;
- perform activities such as surveillance, developing informants, executing warrants, Spanish language translation, and other integrated support operations; and
- target organized alien smuggling organizations by apprehending, removing, and incarcerating criminal aliens involved in those enterprises.

(continued)

**CUSTOMS AND BORDER PATROL ENFORCEMENT, 1896 (continued)**

Occupational Information (continued)

*International Boundary Operations.* Operating in areas adjacent to international boundaries, patrol agents:

- maintain general surveillance, observe people and events, and detain and question people when necessary to detect possible smuggling;
- use covert locations, such as listening posts and observation posts (LP/OP) to conduct extended surveillance of suspected illicit movements, activities, trends, and patterns;
- establish the identity of individuals and relationships to organized smuggling groups;
- establish information about methods of operation;
- investigate suspected smuggling activity;
- collect information on movements of backpackers, horses, vehicles, and planes; and
- act to interdict smuggling.

*Tracking and Sign Cutting.* Patrol agents:

- visually detect and interpret marks, tracks, and other physical evidence left by the movements of people, animals, vehicles, or other objects at or near international boundaries;
- determine whether the tracks are from local ranchers, hunters, recreational hikers, illegal aliens, or smugglers;
- categorize horse tracks to determine if horses are just grazing, if ranchers are using them, or if they are being used by smugglers; and
- interpret the indications and physical evidence obtained through sign cutting to determine if the signs were left by smugglers (e.g., how heavy the load is by the depth of the prints, how often they rest, how many different tracks there are, and the routes they take).

*Traffic and Transportation Check.* Patrol agents:

- establish and maintain traffic check points along with other agencies, such as State law enforcement, on roads, highways, rail, and airports to intercept and inspect cars, trucks, buses, trains, aircraft, or other conveyances used to smuggle and transport undocumented aliens and/or narcotics, weapons, explosives, or other contraband from the border to the interior of the United States;
- question all occupants encountered concerning citizenship; and
- question any discovered aliens' right to be or remain in the United States.

*Bike Patrol Operations.* Patrol agents, on bike patrol operations, are able to develop valuable intelligence sources due to their accessibility to the public. They:

- apprehend undocumented aliens, criminal aliens, narcotics, or other illegal contraband;
- work in tandem with local police department bicycle units; and
- participate at community service events and perform as a liaison with business owners and local residents.

*Intelligence Operations.* Patrol agents:

- gather information about alien, narcotics, or weapons smuggling routes, employers of undocumented aliens, stage houses, smugglers and organizations, vehicles used, and frequency of smuggling operations in their area of responsibility;
- initiate safety alerts to other law enforcement agencies on trends, such as types of weapons used and methods of concealment;
- correlate, refine, evaluate, analyze, and use information collected from a variety of other sources (including paid and unpaid informants, reports from various State and local law enforcement agencies, private citizens, and law enforcement databases);
- plan and direct operational activities for a geographic area;
- collect information for further analysis; and
- perform matrix and link analysis for investigative offices or agencies.

(continued)

**CUSTOMS AND BORDER PATROL ENFORCEMENT, 1896 (continued)**

Occupational Information (continued)

*Air Operations.* To track and intercept backpackers, horses, vehicles, and other transportation used in smuggling, patrol agents:

- use air support to visually observe movements;
- use mounted electronic devices;
- coordinate ground teams in locating and surrounding smugglers; and
- assist pilots in navigating unfamiliar or hazardous terrain through radio contact.

*Targeting Alien Smugglers.* Smuggling operations range from small time smugglers who guide individuals or small groups across the border on foot or in vehicles to highly organized rings who provide a “package” of services from counterfeit and fraudulent documents, transportation to the interior of the United States, jobs, housing, and subsistence, to return trips if they are apprehended and deported. Patrol agents analyze information collected in performing operations including the enlistment, use, and control of confidential informants. They use this information to:

- identify, locate, and arrest smuggled illegal aliens, and/or smugglers of illegal aliens (e.g., individuals or organized smuggling operations who, for gain, abet or assist aliens in entering the United States in violation of the law);
- uncover suspected conspiracies and attempted violations of laws before they actually occur; and
- work in conjunction with other Federal, State, and local agencies to target alien smugglers.

*Liaison and Training.* Patrol agents must be alert to information affecting not only their activities, but also the activities of other Federal, State, and local law enforcement agents. Patrol agents:

- initiate and maintain good working relations with Federal, State, local, and tribal agencies;
- establish and maintain contact with persons who are in a position to obtain and provide information pertinent to suspected violations of the law;
- assist in investigations with Federal, State, local, and tribal law enforcement agencies; and
- train counterparts as part of international cooperative agreements with other countries in areas such as:
  - teaching tracking, pattern identification, and the tactical approach of smugglers;
  - meeting with ambassadors, high-ranking officials, and general agents; and
  - serving as representatives of the U.S. Department of Homeland Security.

*Border Safety and Rescue Operations.* Due to their expertise in tracking and sign cutting, border safety, trauma management, and rescue operations are an integral aspect of everyday patrol enforcement operations. In the remote areas where they work, patrol agents are usually the first on the scene to:

- evaluate the extent of medical aid required;
- administer first aid in a variety of situations including wounded agents, illegal immigrants who may be disoriented and dehydrated, or victims of vehicle accidents;
- respond to downed private and military aircraft by securing the area, locating pilots, and administering required first aid;
- track criminals or lost and missing persons; and
- locate murder victims for other law enforcement agencies.

*Public Relations.* Patrol agents work proactively with community leaders, advocacy groups, stakeholders, and State and local officials to identify and address issues related to immigration policies and procedures. The stakeholders often have diverse viewpoints, goals, or objectives. The issues raised are often contentious and spark heated debates. Agents must rely heavily on effective problem analysis, negotiating skills, and public speaking skills to effectively engage in problem solving sessions and to resolve issues.

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## Impact of Automation

Automation and computer technologies affect how background information, data, evidence, and other types of information are gathered to accomplish work. Positions in this group require the use of computers and computer-assisted equipment to perform a wide variety of tasks. Employees in occupations covered by this standard access files, initiate and track projects, obtain digital evidence, analyze data, and generate reports. They input, store, and retrieve data in multiple formats. They also use the Internet to search for information pertaining to assignments. The borderless environment created by the Internet may lead to searches crossing international jurisdictions.

Positions in this job family may use a polygraph to assist in collecting information. The correct series determination should be based on the primary duties of the position and the paramount knowledge necessary to perform them. Consequently, merely operating or providing instruction on the use of polygraphs is not sufficient basis for series or grade-level determinations for occupations in this family.

Although the incumbents use computers to perform basic work processes, knowledge of the rules and processes to perform the work remains the paramount subject-matter knowledge required. The kind of automation tools involved and the skill required to use them generally replace or supplement work methods and techniques previously performed through manual or machine-enhanced processes. Positions may require knowledge of the applications of information technology (IT) to the assignment area and skill in the use of IT software and hardware systems, but the positions are not directly involved in developing, delivering, or supporting IT systems, applications, and services. In many cases, an employee with advanced knowledge and skill in the use of IT systems may be regarded as the IT “expert” in the immediate organization and relied upon by other employees for limited technical advice and assistance in applying IT systems to the assignment area. Although computers are used to facilitate work within this job family, the use of automation does not change the primary purpose of the work. Proper classification of positions is based on the relevant knowledge and skills required to perform the primary duties of the position.

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<b>Additional Occupational Considerations</b>	
<p>Some positions may include work requiring knowledge and skills typically associated with the Justice and National Security Group. However, a closer look at the work may reveal classification to a series in this job family may not be appropriate. The <a href="#">General Series Determination Guidelines</a> section of this JFS offers guidance on selecting the most appropriate series.</p> <p>The following table provides examples of work similar to that performed in the 1800 job family, but not to the extent the paramount knowledge required, the reason for the position’s existence, the mission and/or function of the organization, and the recruitment sources for the best qualified candidates would warrant classification to a series in this JFS.</p>	
<b>If Work Involves...</b>	<b>See This Standard or Series Definition:</b>
Safeguarding information, personnel, property, facilities, operations, or materials affecting national defense and national security from unauthorized disclosure or sabotage, including performing polygraph examinations for intelligence and counterintelligence screening.	<a href="#"><u>0080, Security Administration</u></a>
A range of law enforcement activities, such as serving civil and criminal processes, transporting prisoners, maintaining custody of prisoners, presenting and guarding prisoners in court, maintaining order in court, or seizing property under court orders and requires knowledge of Federal statutes, laws, and procedures applicable to the United States Marshals Service, court procedures, and precedent court cases.	<a href="#"><u>0082, United States Marshal</u></a>
Performing or supervising law enforcement work involving the protection of life, property, and civil rights of individuals, including prevention, detection, and investigation of accidents and crimes to determine the immediate circumstances of a suspected violation and make an immediate decision for arrest or questioning; or  Performing investigative work primarily focused on security and crimes committed on or adjacent to Federal property and installations.	<a href="#"><u>0083/0085, Police and Security Guard</u></a>
Strategic intelligence collection, analysis, evaluation, interpretation, and dissemination of political, economic, social, cultural, physical, geographic, scientific, or military conditions, trends, and forces in foreign and domestic areas, excluding analysis of information relating to criminal activities or organized criminal elements.	<a href="#"><u>0132, Intelligence</u></a>
Developing, administrating, evaluating, or advising on Federal agencies’ internal equal employment opportunity programs (excluding investigations), including special emphasis programs related to Federal employment.	<a href="#"><u>0260, Equal Employment Opportunity</u></a>
Evaluating operating programs within Federal agencies for effectiveness, economy, and internal compliance with policies, regulations, and laws governing those programs.	<a href="#"><u>0343, Management and Program Analysis</u></a>
Analyzing and resolving equal opportunity and civil rights problems through fact-finding, problem analysis, negotiation, and voluntary compliance programs.	<a href="#"><u>0360, Equal Opportunity Compliance</u></a>
Performing financial compliance audits and requires professional knowledge of auditing or accounting.	<a href="#"><u>JFS for Professional and Administrative Work in the Accounting and Budget Group, 0500</u></a>

(continued)

<b>If Work Involves...</b>	<b>See This Standard or Series Definition:</b>
Computing taxes, excises, and duties on alcohol, tobacco, firearms, and explosives, where the work requires primarily knowledge of various taxes and excise rates.	<a href="#"><u>0526, Tax Specialist</u></a>
Interviewing aliens and examining supporting documents to determine eligibility for benefits under immigration and nationality laws.	<a href="#"><u>0967, Passport and Visa Examining</u></a>
Classroom training in support of agency missions, when the paramount knowledge is training and education principles; or the theoretical, physiological, legal, and practical application of polygraph equipment to support agency employment programs, security determinations, and investigations.	<a href="#"><u>1712, Training Instruction</u></a>
<p>Examining records and investigating individual Federal employees suspected of violating Worker’s Compensation coverage requirements through fraudulent claims or overstating the severity of work-related injuries and other similar statutory violations; or</p> <p>Supporting investigations by monitoring wire transfers and searching and collecting electronic information (e.g., financial records, business transactions) through the Internet, automated databases, and other similar sources for alleged or suspected violations of Federal laws; or</p> <p>Searching electronic databases in response to individual search requests from law enforcement agencies for outstanding warrants, immigration, and violations.</p>	<a href="#"><u>1802, Compliance Inspection and Support</u></a>
Scanning and examining passengers, carry-on bags, and luggage at ports of entry and airports prior to boarding aircraft or entering the country, to detect contraband and prohibited articles and items, such as plants.	<a href="#"><u>1802, Compliance Inspection and Support</u></a> <a href="#"><u>0421, Plant Protection Technician</u></a>
Piloting or copiloting aircraft to carry out various missions for the agency or performing staff work concerned with planning, analyzing, or administering agency aviation programs, where the work requires primarily applying pilot knowledge and skills.	<a href="#"><u>2181, Aircraft Operation</u></a>
Performing or providing ground and flight instruction in air navigation or weapons systems specialist duties.	<a href="#"><u>2183, Air Navigation Series</u></a>
Performing duties in flight engineering, aerial refueling, or aircraft loading.	<a href="#"><u>2185, Aircrew Technician Series</u></a>
Maintaining, troubleshooting, repairing, overhauling, and modifying fixed- and rotary-wing aircraft systems, airframes, components, and assemblies which require Federal Wage System knowledge.	<a href="#"><u>8852, Aircraft Mechanic</u></a>
<p>Recovering electronic evidence and information from seized computers and other high-tech devices where data has been altered, deleted, partially destroyed, and/or the equipment is damaged to such an extent normal recovery procedures are not possible; or</p> <p>Detecting and analyzing intrusions and/or attempted intrusions into Federal computer systems and identifying electronic evidence for use in tracing and identifying the source or sources of intrusions and/or attempted intrusions.</p>	<a href="#"><u>JFS for Administrative Work in the Information Technology Group, 2200</u></a>

<b>Crosswalk to the Standard Occupational Classification</b>					
<p>The Office of Management and Budget requires all Federal agencies to use the Standard Occupational Classification (SOC) system for statistical data reporting purposes. The Bureau of Labor Statistics uses SOC codes for the National Compensation Survey and other statistical reporting. OPM and other Federal agencies maintain a “crosswalk” between OPM authorized occupational series and the SOC codes to serve this need. These SOC codes and this requirement have no effect on the administration of any Federal human resources management system. The information contained in this table is for information only and has no direct impact on classifying positions covered by this job family standard. The SOC codes shown here generally apply only to nonsupervisory positions in these occupations. As changes occur to the SOC codes, OPM will update this table. More information about SOC is available at <a href="http://stats.bls.gov/soc">http://stats.bls.gov/soc</a>.</p>					
<b>Federal Occupational Series and Position Titles and Their Related Standard Occupational Classification System Codes</b>					
<b>Federal Occupational Series</b>	<b>Standard Occupational Classification Code Based on Occupational Series</b>		<b>Position Title</b>	<b>Standard Occupational Classification Code Based on Position Title</b>	
General Inspection, Investigation, and Enforcement, 1801	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	No specified title		
Investigative Analysis, 1805	13-1111	Management Analysts	Investigative Analyst	13-1111	Management Analysts
General Investigation, 1810	33-3021	Detectives and Criminal Investigators	Investigator	33-3021	Detectives and Criminal Investigators
Criminal Investigation, 1811	33-3021	Detectives and Criminal Investigators	Criminal Investigator	33-3021	Detectives and Criminal Investigators
Fish and Wildlife Inspection, 1813	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Wildlife Inspector	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
			Fishery Patrol Inspector	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
			Game Law Enforcement Inspector	33-3031	Fish and Game Wardens
Mine Safety and Health Compliance, 1822	29-9011	Occupational Health and Safety Specialists	Mine Safety and Health Inspector	29-9011	Occupational Health and Safety Specialists
			Mine Safety and Health Specialist	29-9011	Occupational Health and Safety Specialists

(continued)

<b>Crosswalk to the Standard Occupational Classification (continued)</b>					
<b>Federal Occupational Series</b>	<b>Standard Occupational Classification Code Based on Occupational Series</b>		<b>Position Title</b>	<b>Standard Occupational Classification Code Based on Position Title</b>	
Wage and Hour Investigation, 1849	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Wage and Hour Investigator	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
			Wage and Hour Specialist	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
Agriculture Compliance, 1850	45-2011	Agricultural Inspectors	Agricultural Compliance Examiner	45-2011	Agricultural Inspectors
Alcohol, Tobacco, Firearms, and Explosives Compliance, 1854	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Alcohol, Tobacco, Firearms, and Explosives Inspector	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
Equal Opportunity Investigation, 1860	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Equal Opportunity Investigator	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
Customs and Border Protection Interdiction, 1881	33-3021	Detectives and Criminal Investigators	Customs and Border Protection Air Interdiction Agent	33-3021	Detectives and Criminal Investigators
			Customs and Border Protection Air Interdiction Agent (Flight Instructor)	33-3021	Detectives and Criminal Investigators
Import Compliance, 1889	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Import Specialist	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
Customs and Border Protection, 1895	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Customs and Border Protection Officer	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
Customs and Border Patrol Enforcement, 1896	33-3021	Detectives and Criminal Investigators	Border Patrol Agent	33-3021	Detectives and Criminal Investigators
			Customs Patrol Agent	33-3021	Detectives and Criminal Investigators

## PART II – GRADING INFORMATION

Part II provides grading information for use in determining the appropriate grade of nonsupervisory two-grade interval administrative positions in the Justice and National Security Group, 1800. These grading criteria are applicable to General Schedule positions classified under chapter 51 of title 5, United States Code. They may also be used as appropriate to determine work levels for other Federal position classification systems. You will find more complete instructions for evaluating positions in the following OPM publications: [Introduction to the Position Classification Standards](#) and [The Classifier’s Handbook](#).

### How to Use This Grading Information

Evaluate positions on a factor-by-factor basis using the factor level descriptions (FLDs) provided in this JFS. Compare each factor in the position description to the appropriate FLDs and illustrations. If the factor information in the position description fully matches an FLD for the series and specialty, you may assign the level without reviewing the illustrations. FLDs are progressive or cumulative in nature. For example, each FLD for Factor 1 – Knowledge Required by the Position encompasses the knowledge and skills identified at the previous level. Use only designated point values.

The FLDs in this JFS cover nonsupervisory positions at grades 5 through 13. Evaluate supervisory and leader positions by applying the appropriate [functional guide](#).

Use the occupation and specialty-specific [factor illustrations](#) following the FLDs as a frame of reference for applying factor level concepts. Do not rely solely on the illustrations in evaluating positions because they reflect a limited range of actual work examples. The level of work described in some illustrations may be higher than the threshold for a particular factor level. If the factor information in the position description fails to fully match a relevant illustration, but does fully match the FLD, you may still assign the level.

For each factor, record the factor level used, the points assigned, and relevant comments on the [Position Evaluation Summary Worksheet](#). Convert the total points to a grade using the Grade Conversion Table and record the grade in the summary section of the Worksheet. The shaded portions of the table reflect the most commonly found grades in this job family.

**GRADE CONVERSION TABLE**

Point Range	GS Grade
855-1100	5
1105-1350	6
1355-1600	7
1605-1850	8
1855-2100	9
2105-2350	10
2355-2750	11
2755-3150	12
3155-3600	13
3605-4050	14
4055-up	15

## Position Evaluation Summary Worksheet

Organization \_\_\_\_\_

Position # \_\_\_\_\_

<b>Evaluation Factors</b>	<b>Factor Level Used (FL#, etc)</b>	<b>Points Assigned</b>	<b>Comments</b>
1. Knowledge Required by the Position			
2. Supervisory Controls			
3. Guidelines			
4. Complexity			
5. Scope and Effect			
6. Personal Contacts and 7. Purpose of Contacts			
8. Physical Demands			
9. Work Environment			
<b>S U M M A R Y</b>	<b>Total Points</b>		
	<b>Grade Conversion</b>		

Additional Remarks:

Title, Series, and Grade Assigned:

\_\_\_\_\_

Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_

Agencies may copy for local use.

## Factor Level Descriptions (FLDs)

### FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION

Factor 1 measures the nature and extent of information or facts an employee must understand to do acceptable work (e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts) and the nature and extent of the skills necessary to apply that knowledge. You should only select a factor level under this factor when the knowledge described is required and applied.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

<b>Level 1-5</b>		<b>750 Points</b>
Series	<b>General Inspection, Investigation, and Enforcement</b> 1801	<b>Agricultural Compliance</b> 1850 <a href="#">Illustration(s)</a>
	<b>Investigative Analysis</b> 1805	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b> 1854 <a href="#">Illustration(s)</a>
	<b>General Investigation</b> 1810 <a href="#">Illustration(s)</a>	<b>Equal Opportunity Investigation</b> 1860 <a href="#">Illustration(s)</a>
	<b>Criminal Investigation</b> 1811 <a href="#">Illustration(s)</a>	<b>Customs and Border Protection Interdiction</b> 1881
	<b>Fish and Wildlife Inspection and Enforcement</b> 1813 <a href="#">Illustration(s)</a>	<b>Import Compliance</b> 1889 <a href="#">Illustration(s)</a>
	<b>Mine Safety and Health Compliance</b> 1822	<b>Customs and Border Protection</b> 1895 <a href="#">Illustration(s)</a>
	<b>Wage and Hour Investigation</b> 1849 <a href="#">Illustration(s)</a>	<b>Customs and Border Patrol Enforcement</b> 1896 <a href="#">Illustration(s)</a>
FLD	Knowledge of, and skill in applying, basic principles and concepts acquired through formal and/or on-the-job training in basic applicable Federal laws and regulations to investigative, enforcement, inspection, and/or compliance procedures; practices common to business, public institutions, and other entities; and oral and written communications sufficient to:	
	<ul style="list-style-type: none"> <li>• answer questions about specialized programs;</li> <li>• provide responses to requests for routine case file information;</li> <li>• select, gather, and organize information from various sources such as witnesses, informants, or other Federal State, or local agencies;</li> <li>• perform routine tasks to support the investigative, enforcement, inspection, or compliance process;</li> <li>• inspect documents for accuracy and compliance; and</li> <li>• establish preliminary findings to determine if violations have occurred and prepare reports.</li> </ul>	

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

<b>Level 1-6</b>		<b>950 Points</b>		
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement</b> 1801	<b>Agricultural Compliance</b> 1850	<a href="#"><u>Illustration(s)</u></a>	
	<b>Investigative Analysis</b> 1805	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b> 1854	<a href="#"><u>Illustration(s)</u></a>	
	<b>General Investigation</b> 1810	<a href="#"><u>Illustration(s)</u></a>	<b>Equal Opportunity Investigation</b> 1860	
	<b>Criminal Investigation</b> 1811	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection Interdiction</b> 1881	
	<b>Fish and Wildlife Inspection and Enforcement</b> 1813	<a href="#"><u>Illustration(s)</u></a>	<b>Import Compliance</b> 1889	
	<b>Mine Safety and Health Compliance</b> 1822		<b>Customs and Border Protection</b> 1895	<a href="#"><u>Illustration(s)</u></a>
	<b>Wage and Hour Investigation</b> 1849	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Patrol Enforcement</b> 1896	<a href="#"><u>Illustration(s)</u></a>
<b>FLD</b>	<p>Knowledge of, and skill in applying, investigative, inspection, compliance, and/or protection principles, concepts, and methodologies; laws, regulations, guidelines, and precedent decisions; legal jurisdictions; and practices common to industries and entities regulated by applicable programs. These acquired knowledges and skills must be sufficient to independently:</p> <ul style="list-style-type: none"> <li>• identify significant sources of information to detect illegal activity and document issues or probable cause;</li> <li>• research, analyze, interpret, and evaluate data and information;</li> <li>• conduct investigations using accepted methodology and problem solving techniques;</li> <li>• take statements from witnesses, third parties, and other knowledgeable persons;</li> <li>• interpret and analyze information to recommend solutions and outcomes;</li> <li>• select appropriate methods of operation, analyze and interpret results, and prepare reports and technical materials;</li> <li>• determine if violations have occurred and initiate appropriate actions; and</li> <li>• reach conclusions and make appropriate recommendations.</li> </ul>			

<b>Level 1-7</b>		<b>1250 Points</b>	
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement</b> 1801		<b>Agricultural Compliance</b> 1850 <a href="#">Illustration(s)</a>
	<b>Investigative Analysis</b> 1805 <a href="#">Illustration(s)</a>		<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b> 1854 <a href="#">Illustration(s)</a>
	<b>General Investigation</b> 1810 <a href="#">Illustration(s)</a>		<b>Equal Opportunity Investigation</b> 1860 <a href="#">Illustration(s)</a>
	<b>Criminal Investigation</b> 1811 <a href="#">Illustration(s)</a>		<b>Customs and Border Protection Interdiction</b> 1881
	<b>Fish and Wildlife Inspection and Enforcement</b> 1813 <a href="#">Illustration(s)</a>		<b>Import Compliance</b> 1889
	<b>Mine Safety and Health Compliance</b> 1822 <a href="#">Illustration(s)</a>		<b>Customs and Border Protection</b> 1895 <a href="#">Illustration(s)</a>
	<b>Wage and Hour Investigation</b> 1849 <a href="#">Illustration(s)</a>		<b>Customs and Border Patrol Enforcement</b> 1896 <a href="#">Illustration(s)</a>
<b>FLD</b>	<p>Knowledge of, and skill in applying, a wide range of complex investigative, inspection, compliance, and/or protection principles, concepts, and practices; criminal and case law precedents; administrative and legal procedures; legal jurisdictions; a broad range of advanced investigative techniques, research methodologies, and statistical and financial analyses; and business practices common to regulated entities and parties sufficient to:</p> <ul style="list-style-type: none"> <li>• coordinate investigative activities with Federal, State, and local law enforcement officials;</li> <li>• conduct sophisticated surveillance;</li> <li>• ensure criminal cases are supported by evidence;</li> <li>• develop supportable cases for presentation and/or prosecution;</li> <li>• conduct inspections and investigations where significant difficulties are encountered;</li> <li>• select, adapt, and apply investigation and negotiation techniques;</li> <li>• interpret complex laws and regulations;</li> <li>• develop new approaches, methods, or procedures in data gathering and analysis techniques;</li> <li>• recognize and resolve discrepancies and/or inconsistencies among findings;</li> <li>• obtain and/or reconstruct missing or withheld documents and information;</li> <li>• overcome obstacles to gather and interpret evidence;</li> <li>• collect and confirm information from a variety of sources and methods, such as court records, databases, the Internet, newspapers, periodicals, and financial reports; and</li> <li>• prescribe corrective action or remediation in difficult and complex work assignments.</li> </ul>		

<b>Level 1-8</b>		<b>1550 Points</b>	
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement 1801</b>	<b>Agricultural Compliance 1850</b>	
	<b>Investigative Analysis 1805</b>	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance 1854</b>	
	<b>General Investigation 1810</b>	<b>Equal Opportunity Investigation 1860</b>	<a href="#"><u>Illustration(s)</u></a>
	<b>Criminal Investigation 1811</b>	<b>Customs and Border Protection Interdiction 1881</b>	<a href="#"><u>Illustration(s)</u></a>
	<b>Fish and Wildlife Inspection and Enforcement 1813</b>	<b>Import Compliance 1889</b>	
	<b>Mine Safety and Health Compliance 1822</b>	<b>Customs and Border Protection 1895</b>	
	<b>Wage and Hour Investigation 1849</b>	<b>Customs and Border Patrol Enforcement 1896</b>	
<b>FLD</b>	<p>Mastery of, and skill in applying, laws and regulations to investigative, enforcement, inspection, and/or compliance work. Work at this level requires mastery of advanced principles and concepts of a field (e.g., counterintelligence, fraud) in the justice and national security group, including developing new techniques, legal processes, and approaches sufficient to:</p> <ul style="list-style-type: none"> <li>• develop agencywide policies, procedures, and strategies in a justice and national security group field;</li> <li>• provide expert technical advice, guidance, and recommendations to agency management and other senior agents, officers, or inspectors on critical operations;</li> <li>• make recommendations which change the interpretation of laws, lead to new case law decisions, or influence the development and modification of significant policies or programs;</li> <li>• plan the requirements for, set up, and manage large-scale and/or multi-jurisdictional investigations where methods are subject to changing legal admissibility;</li> <li>• collect and analyze operational and strategic intelligence from wide-ranging sources including Federal, State, and local law enforcement agencies, military departments, foreign governments, financial institutions, and technology companies;</li> <li>• develop new approaches in response to identified weaknesses and vulnerabilities of ongoing operations; or</li> <li>• solve problems demanding technologically advanced methods and innovative approaches.</li> </ul>		

**FACTOR 2 – SUPERVISORY CONTROLS**

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor or another individual over the work performed, the employee’s responsibility, and the review of completed work. The controls apply to both how supervisors assign and review work. The supervisor determines what information the employee needs to perform the assignments (e.g., instructions, priorities, deadlines, objectives, and boundaries). The employee’s responsibility depends on the extent to which the supervisor expects the employee to develop the sequence and timing of the various aspects of the work, to modify or recommend modifying instructions, and to participate in establishing priorities and defining objectives. The primary components of this factor are: **How Work Is Assigned, Employee Responsibility, and How Work Is Reviewed.**

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

<b>Level 2-1</b>		<b>25 Points</b>
FLD	<p><b>How Work Is Assigned</b> – The supervisor or designated employee:</p> <ul style="list-style-type: none"> <li>• instructs the employee on what to do, the methods to use, what to look for, and what to bring to the supervisor’s or designated employee’s attention; and</li> <li>• provides detailed and specific instructions for developmental tasks and tasks involving the use of unfamiliar formats, methods, and procedures.</li> </ul> <p><b>Employee Responsibility</b> – The employee:</p> <ul style="list-style-type: none"> <li>• performs work as instructed;</li> <li>• consults with the supervisor or designated employee when clarification of instructions is needed; and</li> <li>• receives guidance on problems and work methods not specifically covered by the original instructions.</li> </ul> <p><b>How Work Is Reviewed</b> – The supervisor or designated employee:</p> <ul style="list-style-type: none"> <li>• closely reviews work in progress and upon completion;</li> <li>• reviews work for compliance with directions; and</li> <li>• verifies work is complete and accurate.</li> </ul>	

<b>Level 2-2</b>		<b>125 Points</b>
FLD	<p><b>How Work Is Assigned</b> – The supervisor or designated employee:</p> <ul style="list-style-type: none"> <li>• instructs the employee on the purpose of the assignment and its scope, limitations, expected deadlines, and priorities;</li> <li>• provides guidance with clear precedents requiring successive steps in planning and execution; and</li> <li>• advises the employee on new, difficult, or unusual assignments and provides additional instruction and/or suggested work methods.</li> </ul> <p><b>Employee Responsibility</b> – The employee:</p> <ul style="list-style-type: none"> <li>• works independently, but within the framework of established practices and prescribed procedures; and</li> <li>• refers problems not covered by the supervisor’s instructions or guides to the supervisor for help.</li> </ul> <p><b>How Work Is Reviewed</b> – The supervisor or designated employee:</p> <ul style="list-style-type: none"> <li>• reviews completed work to verify accuracy and conformance to required procedures, including special instructions;</li> <li>• reviews findings and conclusions to ensure they are supported by facts; and</li> <li>• typically reviews in detail the difficult work the employee has not previously performed.</li> </ul>	

<b>Level 2-3</b>		<b>275 Points</b>
FLD	<p><b>How Work Is Assigned</b> – The supervisor or designated employee:</p> <ul style="list-style-type: none"> <li>• makes assignments by defining objectives, priorities, and deadlines;</li> <li>• outlines or discusses possible problem areas; and</li> <li>• provides assistance on controversial or unusual situations which have no clear precedents.</li> </ul> <p><b>Employee Responsibility</b> – The employee:</p> <ul style="list-style-type: none"> <li>• independently plans and carries out assignments in conformance with accepted policies and practices; and</li> <li>• handles problems and deviations relying on instructions, previous training, and accepted procedures.</li> </ul> <p><b>How Work Is Reviewed</b> – The supervisor or designated employee:</p> <ul style="list-style-type: none"> <li>• ensures appropriate factors have been considered, sufficient information or evidence has been gathered to support conclusions, and pertinent regulations and precedents have been applied; and</li> <li>• reviews completed work for conformity with policy, the appropriateness of the employee’s approach, technical soundness, and adherence to deadlines.</li> </ul>	

<b>Level 2-4</b>		<b>450 Points</b>
FLD	<p><b>How Work Is Assigned</b> – The supervisor:</p> <ul style="list-style-type: none"> <li>• outlines overall objectives and available resources;</li> <li>• discusses with the employee the projects and timeframes; and</li> <li>• determines the parameters of the employee’s responsibilities.</li> </ul> <p><b>Employee Responsibility</b> – The employee:</p> <ul style="list-style-type: none"> <li>• determines the most appropriate avenues to pursue;</li> <li>• decides the practices and methods to apply in all phases of assignments including the approach to take, and the depth and intensity needed;</li> <li>• frequently interprets policy and regulations and resolves most conflicts as they arise;</li> <li>• coordinates projects or cases across jurisdictional lines; and</li> <li>• keeps the supervisor informed of progress and potentially controversial matters.</li> </ul> <p><b>How Work Is Reviewed</b> – The supervisor does not normally review the methods used, but reviews completed work for:</p> <ul style="list-style-type: none"> <li>• soundness of overall approach;</li> <li>• effectiveness in producing results;</li> <li>• feasibility of recommendations; and</li> <li>• adherence to requirements.</li> </ul>	

	<b>Level 2-5</b>	<b>650 Points</b>
<b>FLD</b>	<p><b>How Work Is Assigned</b> – The supervisor provides general administrative direction for assignments in terms of broad program objectives and resources of the agency.</p> <p><b>Employee Responsibility</b> – The employee:</p> <ul style="list-style-type: none"> <li>• is responsible for a significant program, project, or investigation;</li> <li>• independently plans, organizes, and carries out the work to be done; and</li> <li>• analyzes objectives or interprets policy promulgated by senior authorities and determines their effect on the agency’s program.</li> </ul> <p><b>How Work Is Reviewed</b> – The supervisor:</p> <ul style="list-style-type: none"> <li>• reviews the work for potential impact on broad agency policy objectives and program goals;</li> <li>• usually evaluates the employee’s recommendations for new systems, methods, projects, or program emphasis in light of the availability of funds and personnel, equipment capabilities, and agency priorities; and</li> <li>• normally accepts work as technically authoritative and rarely makes changes to the employee’s work.</li> </ul>	

**FACTOR 3 – GUIDELINES**

This factor covers the nature of guidelines and the judgment employees need to apply them. Individual assignments may vary in the specificity, applicability, and availability of guidelines; thus, the judgment employees use similarly varies. The existence of detailed plans and other instructions may make innovation in planning and conducting work unnecessary or undesirable. However, in the absence of guidance provided by prior agency experience with the task at hand or when objectives are broadly stated, the employee may use considerable judgment in developing an approach or planning the work. Examples of guidelines used in administrative work in the Justice and National Security Group, 1800, include:

- agency regulations, legislation, and requirements covering program operations;
- governing policies and procedures of the agency;
- established investigation and examination procedures;
- State and local laws;
- precedent judicial cases;
- Civil Rights Act of 1964;
- Fair Labor Standards Act of 1938, as amended;
- Administrative policies and precedents;
- North American Free Trade Agreement of 1993;
- Harmonized Tariff Schedule of the United States;
- Americans With Disabilities Act of 1990;
- Illegal Immigration Reform and Immigration Responsibility Act of 1996;
- Immigration and Naturalization Act of 1952, as amended;
- U.S. Warehouse Act of 1916, as amended;
- Federal Mine Safety and Health Act of 1977;
- Export Administration Act of 2001; and
- Bank Secrecy Act of 1970, as amended.

Do not confuse guidelines with the knowledge described under Factor 1 – Knowledge Required by the Position. Guidelines either provide reference data or impose certain constraints on the use of knowledge. For example, there may be several generally accepted methods of accomplishing work, perhaps set forth in an agency operating manual; however, in a particular office, the policy may be to use only one of those methods, or the policy may state specifically under what conditions the office uses each method. The primary components of this factor are: **Guidelines Used** and **Judgment Needed**.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

<b>Level 3-1</b>		<b>25 Points</b>
<b>FLD</b>	<p><b>Guidelines Used</b> – The employee uses specific and detailed guidelines covering all aspects of the work.</p> <p><b>Judgment Needed</b> – The employee works in strict adherence to available guidelines, which require little or no judgment. The supervisor or a designated employee must authorize any deviations from the guidelines.</p>	

<b>Level 3-2</b>		<b>125 Points</b>
FLD	<p><b>Guidelines Used</b> – The employee uses a number of established procedures and guidelines directly applicable to assignments. The employee receives on-the-job training in interpreting Federal laws, the Code of Federal Regulations, State and local laws, court decisions, service manuals, policies, and directives.</p> <p><b>Judgment Needed</b> – The employee is familiar with many written guidelines, oral instructions, and other reference materials and exercises judgment in selecting and applying the most appropriate. The employee determines when minor deviations from the existing guidelines are appropriate, and refers significant deviations to the supervisor or designated employee.</p>	

<b>Level 3-3</b>		<b>275 Points</b>
FLD	<p><b>Guidelines Used</b> – The employee uses a variety of guidelines, manuals, and standard reference materials; however, they are not completely applicable to the work or have gaps in specificity.</p> <p><b>Judgment Needed</b> – The employee uses judgment in interpreting, adapting, applying, and deviating from guidelines, based on unusual circumstances. The employee analyzes the results of such adaptations and recommends changes in established methods and procedures.</p>	

<b>Level 3-4</b>		<b>450 Points</b>
FLD	<p><b>Guidelines Used</b> – The employee uses administrative policies and precedents which are applicable but stated in general terms. Guidelines for conducting new or innovative investigations or inspections are scarce or of limited use.</p> <p><b>Judgment Needed</b> – The employee uses initiative and resourcefulness in deviating from established methods to:</p> <ul style="list-style-type: none"> <li>• address specific issues or problems;</li> <li>• identify and research trends and patterns;</li> <li>• develop new methods and criteria; and/or</li> <li>• propose new policies and practices.</li> </ul>	

<b>Level 3-5</b>		<b>650 Points</b>
FLD	<p><b>Guidelines Used</b> – The employee uses as guidance basic legislation, judicial rulings, and broad policy statements which are often ambiguous and require extensive interpretation. There are frequently no comparable precedents to use as a guide.</p> <p><b>Judgment Needed</b> – The employee uses considerable judgment and ingenuity to interpret the intent of new or revised guidance and develops policy, guidelines, and practices for specific areas of work.</p>	

**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 primary components of this factor are: **Nature of Assignment, What Needs To Be Done,** and **Difficulty and Originality Involved.**

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

<b>Level 4-2</b>		<b>75 Points</b>		
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement</b> 1801	<b>Agricultural Compliance</b> 1850	<a href="#"><u>Illustration(s)</u></a>	
	<b>Investigative Analysis</b> 1805	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b> 1854	<a href="#"><u>Illustration(s)</u></a>	
	<b>General Investigation</b> 1810	<a href="#"><u>Illustration(s)</u></a>	<b>Equal Opportunity Investigation</b> 1860	
	<b>Criminal Investigation</b> 1811	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection Interdiction</b> 1881	
	<b>Fish and Wildlife Inspection and Enforcement</b> 1813	<a href="#"><u>Illustration(s)</u></a>	<b>Import Compliance</b> 1889	<a href="#"><u>Illustration(s)</u></a>
	<b>Mine Safety and Health Compliance</b> 1822	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection</b> 1895	<a href="#"><u>Illustration(s)</u></a>
	<b>Wage and Hour Investigation</b> 1849	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Patrol Enforcement</b> 1896	<a href="#"><u>Illustration(s)</u></a>
<b>FLD</b>	<p><b>Nature of Assignment</b> – Work consists of developmental assignments which typically involve classroom and on-the-job training in controlled work situations. The assignments generally are structured to provide practical experience and exposure to particular situations and problems.</p> <p><b>What Needs To Be Done</b> – The employee completes tasks consisting of routine aspects of the work including:</p> <ul style="list-style-type: none"> <li>• selecting, analyzing, compiling, and summarizing information;</li> <li>• identifying facts, considering their relevance to the issues, and arranging them in a logical and clear manner;</li> <li>• answering factual questions concerning program objectives, jurisdictions, and procedures;</li> <li>• interviewing, interrogating, and taking sworn statements to obtain basic facts; and</li> <li>• processing fingerprints, evidence, and other information.</li> </ul> <p><b>Difficulty and Originality Involved</b> – The employee assesses information and determines whether additional research or review is needed. Actions may involve preparing reports and submitting recommendations to higher level staff.</p>			

<b>Level 4-3</b>		<b>150 Points</b>		
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement</b> 1801	<b>Agricultural Compliance</b> 1850	<a href="#"><u>Illustration(s)</u></a>	
	<b>Investigative Analysis</b> 1805	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b> 1854	<a href="#"><u>Illustration(s)</u></a>	
	<b>General Investigation</b> 1810	<b>Equal Opportunity Investigation</b> 1860	<a href="#"><u>Illustration(s)</u></a>	
	<b>Criminal Investigation</b> 1811	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection Interdiction</b> 1881	
	<b>Fish and Wildlife Inspection and Enforcement</b> 1813	<a href="#"><u>Illustration(s)</u></a>	<b>Import Compliance</b> 1889	<a href="#"><u>Illustration(s)</u></a>
	<b>Mine Safety and Health Compliance</b> 1822	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection</b> 1895	<a href="#"><u>Illustration(s)</u></a>
	<b>Wage and Hour Investigation</b> 1849		<b>Customs and Border Patrol Enforcement</b> 1896	<a href="#"><u>Illustration(s)</u></a>
<b>FLD</b>	<p><b>Nature of Assignment</b> – The work consists of related steps in completing assignments. This includes resolving cases by analyzing facts, selecting and applying appropriate legal and regulatory guidelines, and applying a variety of standard techniques and procedures.</p>			
	<p><b>What Needs To Be Done</b> – The employee decides on a course of action based on an analysis of the subject and issues involved and the nature and extent of compliance, noncompliance, or illegal activity.</p>			
	<p><b>Difficulty and Originality Involved</b> – The employee may have to select the course of action from among many alternatives.</p>			

<b>Level 4-4</b>		<b>225 Points</b>	
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement</b> 1801	<b>Agricultural Compliance</b> 1850	<a href="#"><u>Illustration(s)</u></a>
	<b>Investigative Analysis</b> 1805	<a href="#"><u>Illustration(s)</u></a>	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b> 1854
	<b>General Investigation</b> 1810	<a href="#"><u>Illustration(s)</u></a>	<b>Equal Opportunity Investigation</b> 1860
	<b>Criminal Investigation</b> 1811	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection Interdiction</b> 1881
	<b>Fish and Wildlife Inspection and Enforcement</b> 1813	<a href="#"><u>Illustration(s)</u></a>	<b>Import Compliance</b> 1889
	<b>Mine Safety and Health Compliance</b> 1822	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection</b> 1895
	<b>Wage and Hour Investigation</b> 1849	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Patrol Enforcement</b> 1896
<b>FLD</b>	<p><b>Nature of Assignment</b> – The work consists of many different and unrelated procedures to resolve situations and problems.</p> <p><b>What Needs To Be Done</b> – The employee:</p> <ul style="list-style-type: none"> <li>• confirms the accuracy and authenticity of information, and resolves issues of contradictory, missing, or inconclusive data;</li> <li>• resolves unusually complex jurisdictional issues through extensive coordination efforts; or</li> <li>• identifies complex patterns across data sources.</li> </ul> <p><b>Difficulty and Originality Involved</b> – The employee exercises judgment and discretion in making recommendations or decisions. The employee assesses unusual facts or conditions after evaluating and interpreting information from various sources.</p>		

<b>Level 4-5</b>		<b>325 Points</b>				
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement</b>	<b>1801</b>	<b>Agricultural Compliance</b>	<b>1850</b>		
	<b>Investigative Analysis</b>	<b>1805</b>	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b>	<b>1854</b>	<a href="#"><u>Illustration(s)</u></a>	
	<b>General Investigation</b>	<b>1810</b>	<b>Equal Opportunity Investigation</b>	<b>1860</b>	<a href="#"><u>Illustration(s)</u></a>	
	<b>Criminal Investigation</b>	<b>1811</b>	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection Interdiction</b>	<b>1881</b>	
	<b>Fish and Wildlife Inspection and Enforcement</b>	<b>1813</b>		<b>Import Compliance</b>	<b>1889</b>	
	<b>Mine Safety and Health Compliance</b>	<b>1822</b>	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection</b>	<b>1895</b>	
	<b>Wage and Hour Investigation</b>	<b>1849</b>	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Patrol Enforcement</b>	<b>1896</b>	
<b>FLD</b>	<p><b>Nature of Assignment</b> – The work consists of the most significant and complex issues in areas of changing and/or conflicting policy or program requirements.</p>					
	<p><b>What Needs To Be Done</b> – The employee makes decisions and recommendations in situations complicated by uncertainty in approach, methodology, and/or interpretation due to:</p> <ul style="list-style-type: none"> <li>• extreme sensitivity (e.g., subjects of an investigation may be well-recognized, high profile individuals or organizations);</li> <li>• the existence of few or no precedents to follow;</li> <li>• significant unresolved legal or regulatory issues;</li> <li>• intense and widespread public, media, or congressional interest;</li> <li>• emerging and innovative methods and patterns of non-compliant or criminal activity;</li> <li>• sophistication of networks involved; and/or</li> <li>• issues of multi-jurisdictional authority.</li> </ul>					
	<p><b>Difficulty and Originality Involved</b> – The employee must develop innovative strategies, approaches, or methods to serve as precedents or models for similar situations in the future.</p>					

**FACTOR 5 – SCOPE AND EFFECT**

This factor covers the relationships between the nature of 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. Effect measures such things as whether the work output facilitates the work of others, provides timely services of a personal nature, or impacts on the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture to allow consistent evaluations. Consider only the effect of properly performed work. The primary components of this factor are: **Scope of the Work** and **Effect of the Work**.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

<b>Level 5-2</b>		<b>75 Points</b>	
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement</b> 1801	<b>Agricultural Compliance</b> 1850	<a href="#"><u>Illustration(s)</u></a>
	<b>Investigative Analysis</b> 1805	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b> 1854	<a href="#"><u>Illustration(s)</u></a>
	<b>General Investigation</b> 1810	<b>Equal Opportunity Investigation</b> 1860	<a href="#"><u>Illustration(s)</u></a>
	<b>Criminal Investigation</b> 1811	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection Interdiction</b> 1881
	<b>Fish and Wildlife Inspection and Enforcement</b> 1813	<b>Import Compliance</b> 1889	<a href="#"><u>Illustration(s)</u></a>
	<b>Mine Safety and Health Compliance</b> 1822	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection</b> 1895
	<b>Wage and Hour Investigation</b> 1849	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Patrol Enforcement</b> 1896
<b>FLD</b>	<b>Scope of the Work</b> – Work involves applying specific, well-established laws, rules, regulations, and procedures to perform clearly defined assignments of limited complexity.		
	<b>Effect of the Work</b> – Work affects the accuracy, completeness, and/or timeliness of further processes.		

<b>Level 5-3</b>		<b>150 Points</b>		
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement</b> 1801	<b>Agricultural Compliance</b> 1850	<a href="#"><u>Illustration(s)</u></a>	
	<b>Investigative Analysis</b> 1805	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b> 1854	<a href="#"><u>Illustration(s)</u></a>	
	<b>General Investigation</b> 1810	<b>Equal Opportunity Investigation</b> 1860	<a href="#"><u>Illustration(s)</u></a>	
	<b>Criminal Investigation</b> 1811	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection Interdiction</b> 1881	
	<b>Fish and Wildlife Inspection and Enforcement</b> 1813	<a href="#"><u>Illustration(s)</u></a>	<b>Import Compliance</b> 1889	<a href="#"><u>Illustration(s)</u></a>
	<b>Mine Safety and Health Compliance</b> 1822	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection</b> 1895	<a href="#"><u>Illustration(s)</u></a>
	<b>Wage and Hour Investigation</b> 1849	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Patrol Enforcement</b> 1896	<a href="#"><u>Illustration(s)</u></a>
<b>FLD</b>	<p><b>Scope of the Work</b> – Work involves independently conducting and completing typical investigations, inspections, enforcement activities, or evaluations. This includes responsibility for resolving a variety of conventional problems and situations by applying known solutions.</p>			
	<p><b>Effect of the Work</b> – Work contributes to the effective administration and/or enforcement of pertinent laws and regulations and to the prevention and detection of illegal or unsafe activities.</p>			

<b>Level 5-4</b>		<b>225 Points</b>	
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement</b> 1801		<b>Agricultural Compliance</b> 1850
	<b>Investigative Analysis</b> 1805	<a href="#"><u>Illustration(s)</u></a>	<b>Alcohol, Tobacco, Firearms, and Explosives Compliance</b> 1854
	<b>General Investigation</b> 1810		<b>Equal Opportunity Investigation</b> 1860
	<b>Criminal Investigation</b> 1811	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection Interdiction</b> 1881
	<b>Fish and Wildlife Inspection and Enforcement</b> 1813	<a href="#"><u>Illustration(s)</u></a>	<b>Import Compliance</b> 1889
	<b>Mine Safety and Health Compliance</b> 1822	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection</b> 1895
	<b>Wage and Hour Investigation</b> 1849	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Patrol Enforcement</b> 1896
<b>FLD</b>	<p><b>Scope of the Work</b> – Work involves:</p> <ul style="list-style-type: none"> <li>• planning and conducting multi-agency, multi-state, or international investigations;</li> <li>• developing operational criteria, plans, and bulletins; or</li> <li>• investigating or analyzing a variety of unusual situations.</li> </ul>		
	<p><b>Effect of the Work</b> – Work efforts result in the disruption of large-scale organized illegal activity and/or results in changes to business practices or procedures which promote the health, safety or fair treatment of a large group or whole class of employees. Work may also result in improved planning and operational aspects of agency programs.</p>		

<b>Level 5-5</b>		<b>325 Points</b>	
<b>Series</b>	<b>General Inspection, Investigation, and Enforcement 1801</b>		<b>Agricultural Compliance 1850</b>
	<b>Investigative Analysis 1805</b>		<b>Alcohol, Tobacco, Firearms, and Explosives Compliance 1854</b>
	<b>General Investigation 1810</b>		<b>Equal Opportunity Investigation 1860</b>
	<b>Criminal Investigation 1811</b>	<a href="#"><u>Illustration(s)</u></a>	<b>Customs and Border Protection Interdiction 1881</b>
	<b>Fish and Wildlife Inspection and Enforcement 1813</b>		<b>Import Compliance 1889</b>
	<b>Mine Safety and Health Compliance 1822</b>		<b>Customs and Border Protection 1895</b>
	<b>Wage and Hour Investigation 1849</b>		<b>Customs and Border Patrol Enforcement 1896</b>
<b>FLD</b>	<p><b>Scope of the Work</b> – Work involves planning, organizing, and performing assignments to address the most complex problems or initiatives crossing a range of program areas.</p>		
	<p><b>Effect of the Work</b> – Work efforts result in the detection and resolution of threats or challenges to the well-being of substantial numbers of people; cause changes in business practices of large important institutions; or serve as the basis for changes in the direction of major agency initiatives or in long-standing agency practices.</p>		

**FACTOR 6 – PERSONAL CONTACTS  
AND  
FACTOR 7 – PURPOSE OF CONTACTS**

These factors include face-to-face and remote dialogue (e.g., telephone, e-mail, and video conferences) with persons not in the supervisory chain. (Personal contacts with supervisors are under Factor 2 – Supervisory Controls.) Levels described under these factors consider what is required to make the initial contact, the difficulty of communicating with those contacted, the setting in which the contact takes place, and the nature of the discourse. The setting describes how well the employee and those contacted recognize their relative roles and authorities. The nature of the discourse defines the reason for the communication and the context or environment in which the communication takes place. For example, the reason for communicating may be to exchange factual information or to negotiate. The communication may take place in an environment of significant controversy and/or with people of differing viewpoints, goals, and objectives.

Only credit points under Factors 6 and 7 for contacts essential for successfully performing the work and with a demonstrable impact on its difficulty and responsibility. Factors 6 and 7 are interdependent, so use the same personal contacts to evaluate both factors.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the [Point Assignment Chart](#) at the end of this section.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

<b>PERSONAL CONTACTS</b>	
<b>Level 1</b>	Agency employees in the same office and related support units, and members of the public in highly structured situations, where the contact understands the reason why the employee is dealing with him or her.
<b>Level 2</b>	Agency employees at various levels within the agency and members of the general public, such as individuals or groups, in a moderately structured setting. Contacts are usually made at the employee’s work place. The employee must explain the reason for the contact and the role and legal authority to the participants.
<b>Level 3</b>	Individuals or groups from outside the agency in moderately unstructured settings, on a non-routine basis. The extent of each contact is different. Typical contacts at this level are with investigators from other agencies, district attorneys, witnesses, informants, and complainants.
<b>Level 4</b>	High-ranking officials outside the agency at national or international levels in highly unstructured settings (e.g., officials may be relatively inaccessible, or each contact may be conducted under different ground rules). Typical contacts at this level are Members of Congress, leading representatives of foreign governments, presidents of large national or international firms and organizations, State governors, or mayors of large cities.

<b>PURPOSE OF CONTACTS</b>	
<b>Level A</b>	To obtain, clarify, or give facts or information regardless of the nature of those facts. The information provided ranges from easily understood to extremely technical.
<b>Level B</b>	To plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or persuading individuals or groups who are working toward mutual goals and have basically cooperative attitudes.
<b>Level C</b>	To influence, persuade, interrogate, or control people or groups. The people contacted may be fearful, skeptical, uncooperative, or dangerous. Therefore, the employee must be skillful in approaching the individual or group to obtain the desired effect, such as gaining compliance with established policies and regulations by persuasion or negotiation, or gaining information by establishing rapport with a suspicious informant.
<b>Level D</b>	To justify, defend, negotiate, or settle matters involving significant or controversial issues and/or programs. Work at this level usually involves active participation in conferences, meetings, hearings, or presentations about problems or issues of considerable consequence or importance. Persons contacted typically have diverse viewpoints, goals, or objectives requiring the employee to achieve a common understanding of the problem and a satisfactory solution by convincing them, arriving at a compromise, or developing suitable alternatives.

<b>POINT ASSIGNMENT CHART</b>					
		<b>Purpose of Contacts</b>			
<b>Level</b>		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Personal Contacts</b>	<b>1</b>	<b>30</b>	<b>60</b>	<b>130*</b>	<b>230*</b>
	<b>2</b>	<b>45</b>	<b>75</b>	<b>145</b>	<b>245</b>
	<b>3</b>	<b>80</b>	<b>110</b>	<b>180</b>	<b>280</b>
	<b>4</b>	<b>130*</b>	<b>160</b>	<b>230</b>	<b>330</b>

**\*THIS COMBINATION IS UNLIKELY**

**FACTOR 8 – PHYSICAL DEMANDS**

This factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities (e.g., agility or dexterity requirements) and the physical exertion involved in the work (e.g., climbing, lifting, pushing, balancing, stooping, kneeling, crouching, crawling or reaching). The frequency or intensity of physical exertion must also be considered. For example, positions requiring prolonged standing involve more physical exertion than a job requiring intermittent standing.

NOTE: Laws and regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in *section 5545(d), title 5, United States Code*, and *Subpart I of Part 550, title 5, Code of Federal Regulations*.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

<b>Level 8-1</b>		<b>5 Points</b>
FLD	<p>The work is mainly sedentary, but may require some travel, walking, bending, and carrying lightweight items, such as briefcases, notebooks, and work papers.</p> <p>In addition to duties normally performed sitting at a desk, the work involves occasional visits to industrial, commercial, construction, agricultural, and other business establishments.</p>	

<b>Level 8-2</b>		<b>20 Points</b>
FLD	<p>The work involves long periods of standing and recurring stooping and bending. The work can require frequent and recurring surveillance in which there is a considerable amount of walking, stooping, bending, and climbing. The employee may be required to remain in one location for many hours without relief. The work may also include frequent lifting of moderately heavy objects such as luggage or boxes in cargo containers.</p>	

<b>Level 8-3</b>		<b>50 Points</b>
FLD	<p>The work requires considerable and strenuous physical exertion, such as long periods of standing, walking, and running over rough, rocky, uneven, and hazardous terrain; crawling in restrictive areas such as culverts; climbing fences, walls, and freight train ladders; and driving all-terrain vehicles cross country and over rough terrain. Employees must also be prepared to protect themselves or others from physical attacks at any time and without warning, and to use firearms only as a last resort.</p>	

**FACTOR 9 – WORK ENVIRONMENT**

This factor considers the discomfort and risk of danger in the employee’s physical surroundings and the safety precautions required. Although safety regulations and techniques can reduce or eliminate some discomfort and dangers, they typically place additional demands upon the employee.

NOTE: Laws and regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in *section 5545(d), title 5, United States Code*, and *Subpart I of Part 550, title 5, Code of Federal Regulations*.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

<b>Level 9-1</b>		<b>5 Points</b>
FLD	The work area is usually an office setting with adequate lighting, heating, and ventilation. The work environment involves everyday risks or discomforts requiring normal safety precautions. The employee may occasionally be exposed to uncomfortable conditions in facilities, such as production facilities and warehouses.	

<b>Level 9-2</b>		<b>20 Points</b>
FLD	<p>The work involves moderate risks and requires special safety precautions or protective clothing or gear. It is mostly performed in settings such as:</p> <ul style="list-style-type: none"> <li>• outdoors, on land or at sea, in all types of weather;</li> <li>• at dockside on fishing vessels during catch-landing operations;</li> <li>• at fish processing houses;</li> <li>• on board aerial or surface patrol craft;</li> <li>• at ports of entry; or</li> <li>• at cold storage facilities and warehouses.</li> </ul> <p>The work involves exposure to such conditions as:</p> <ul style="list-style-type: none"> <li>• moderate discomfort, high noise levels, dust, auto and aircraft exhaust, or adverse weather, such as hot, cold, wet, or dry climates;</li> <li>• people and animals with contagious diseases, such as tuberculosis, hepatitis, or HIV/AIDS; and</li> <li>• hazardous chemicals, herbicides, carcinogens, or pesticides used in packaging and preservatives used for international shipment;</li> <li>• potentially dangerous machinery, equipment, and products; or</li> <li>• areas with high crime rates.</li> </ul>	

<b>Level 9-3</b>		<b>50 Points</b>
FLD	<p>The work involves:</p> <ul style="list-style-type: none"> <li>• high risk of exposure to potentially dangerous and stressful situations such as high-speed vehicle pursuits or boarding moving trains and vessels;</li> <li>• involvement in physical altercations or the use of lethal weapons while attempting to arrest suspects;</li> <li>• assignments alternating between extremely cold, mountainous terrain and extremely hot, arid deserts; or</li> <li>• risk of falling from rooftops, or exposure to fires, explosions, and noxious gases.</li> </ul>	

## Factor Illustrations

Illustrations are provided in this part as a tool to give insight into the meaning of the Factor Level Descriptions (FLDs) for Factors 1, 4, and 5. Consider each illustration in its entirety and in conjunction with the FLDs. Do not rely solely on these illustrations in evaluating positions.

For additional information about the proper use of illustrations, see the [How To Use This Grading Information](#) section of this JFS.

### FACTOR 1 ILLUSTRATIONS

#### **LEVEL 1-5: INVESTIGATOR, 1810**

Knowledge of, and skill in applying, the basic principles, concepts, and methods of fact-finding and investigations sufficient to:

- conduct interviews;
- conduct record and database searches;
- obtain sworn statements and affidavits; and
- analyze and present to higher level investigators or supervisors documentary evidence in reports and case records.

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#### **LEVEL 1-5: CRIMINAL INVESTIGATOR, 1811**

Knowledge of, and skill in applying, the basic principles, concepts, and methods of fact-finding and investigations sufficient to:

- conduct routine investigations for developmental purposes, or as part of a team or task force;
- serve subpoenas;
- participate in the execution of search warrants;
- seize evidence;
- conduct interviews;
- take affidavits from suspects and witnesses;
- conduct routine surveillance;
- testify in court as a witness to events or to explain basic procedures;
- prepare reports of routine investigations; and
- assist in arrests.

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**LEVEL 1-5: GAME LAW ENFORCEMENT INSPECTOR, 1813**

Knowledge of, and skill in applying, basic inspection procedures and laws, codes, statutes, and treaties sufficient to:

- perform routine enforcement tasks, such as license checks and stakeouts;
- patrol assigned areas on foot and in motor vehicles;
- arrest violators caught in the act, or who readily admit to guilt;
- locate, identify, and secure evidence and witnesses at the scene of a crime;
- make arrests and perform booking procedures;
- perform fish and wildlife management functions, such as:
  - predator control;
  - managing special hunting and fishing seasons; and
  - operating check stations; and
- present hunting and fishing safety classes and public information programs.

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**LEVEL 1-5: WAGE AND HOUR INVESTIGATOR, 1849**

Knowledge of, and skill in applying, the basic principles, concepts, and methods of fact-finding and investigations sufficient to:

- collect and analyze information;
- interview complainants, witnesses, employers, and others who might know about violations;
- obtain sworn statements and affidavits; and
- apply an extensive body of laws, rules, and regulations to investigative findings in the following areas:
  - Federal labor laws pertaining to minimum or prevailing wage rates;
  - overtime pay;
  - child labor restrictions;
  - wage garnishments;
  - domestic service in households;
  - migrant safety and health protection;
  - agriculture labor practices;
  - general practices in private industry concerning employment, wages, and hours worked;
  - Family and Medical Leave Act (FMLA) determinations; and
  - Fair Labor Standards Act (FLSA) determinations.

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**LEVEL 1-5: AGRICULTURAL COMPLIANCE EXAMINER, 1850**

Knowledge of, and skill in applying, the basic provisions and conventional applications of laws, regulations, and policies governing warehouse examinations; and inspection methods, procedures, and techniques sufficient to:

- evaluate operations for:
  - capacity and condition of facility; and
  - amount and quality of commodity stored;
- review suppliers for food assistance programs and quality standards;
- evaluate record keeping and accounting for warehouse receipts; and
- evaluate other information reflecting the financial stability of the warehouse.

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**LEVEL 1-5: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES INSPECTOR, 1854**

Knowledge of, and skill in applying, the basic provisions and conventional applications of:

- laws and regulations related to the alcohol, tobacco, firearms, and explosives industries;
- city, county, and State laws and regulations (e.g., zoning, permit, and license requirements) for assigned areas;
- weights, measures, and conversions for specific industries; and
- the structure and technology of various regulated industries

sufficient to:

- determine the alcoholic content of various alcohol products and the applicable tax rate;
- conduct basic auditing functions to determine discrepancies in records and accounts, and verify and/or determine tax payments; and
- answer basic questions about establishing, operating, and terminating operating permits and license requirements in the alcohol, tobacco, firearms, and explosives industries.

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**LEVEL 1-5: EQUAL OPPORTUNITY INVESTIGATOR, 1860**

Knowledge of, and skill in applying laws, rules, and regulations, and the basic principles, concepts, and methods of fact-finding and investigations sufficient to:

- conduct interviews and fact-finding;
- collect and analyze information such as organizational structures, career patterns, and labor agreements; and
- investigate recruitment, examining, selection, promotion, discipline, and job evaluation.

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**LEVEL 1-5: IMPORT SPECIALIST, 1889**

Knowledge of, and skill in applying, the basic provisions and conventional applications of:

- common Customs regulations;
- import requirements of other agencies;
- tariff classification principles;
- basis of value under the applicable “value law;” and
- sources of factual and interpretive information

sufficient to:

- conduct preliminary screening of the full range of entries pertaining to a line of merchandise; and
- classify, appraise, and make related decisions on importations covered by well-established, directly applicable, and readily available information.

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**LEVEL 1-5: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #1)**

Knowledge of, and skill in applying, basic inspection procedures and practices, and laws, codes, statutes, and treaties sufficient to:

- observe the primary inspection process and assist experienced officers as directed;
- perform relatively simple, independent inspections of segregated applicants, such as documented U.S. citizens or other low-risk groups;
- screen applicants for entry, prepare documents, accept fees, and refer ineligible applicants to more experienced officers for disposition;
- monitor facilitation lanes and refer problems or possible violators to the proper agent for disposition; and
- assist inspectors by preparing routine portions of an investigative case package.

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**LEVEL 1-5: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #2)**

Knowledge of, and skill in applying:

- import and export laws, rules, and guidelines,
- automated examination systems, databases, tools, and technology; and
- basic drug, narcotics, or weapons interdiction procedures

sufficient to:

- inspect persons, baggage, cargo, and carriers (vehicles, vessels, trains, and aircraft) entering or leaving the United States at designated ports of entry or stations; and
- check quantity, classification, markings (country of origin), and patents and trademarks of routine commodities for assigned cargo points.

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**LEVEL 1-5: BORDER PATROL AGENT, 1896  
CUSTOMS PATROL AGENT, 1896**

Knowledge of, and skill in applying, basic enforcement and surveillance principles, practices, and methods sufficient to:

- perform static and moving patrols, tracking, worksite enforcement, traffic checks, transportation checks, railyard checks, interior patrols, bike patrols, and international boundary security operations;
- interview subjects, and use other intelligence-gathering methods and techniques to collect information from suspects, smugglers, aliens, material witnesses, and other individuals and groups with varying backgrounds, to make proper decisions from facts regarding further action;
- take sworn statements from suspects and material witnesses;
- transport or arrange for the transport of suspects to another location for further questioning, or transfer suspects to the jurisdiction of another agency;
- arrest suspects and advise them of their constitutional rights, prepare reports, and take fingerprints and photographs;
- determine appropriate violations with which to charge illegal aliens and smugglers, such as:
  - illegal entry or re-entry into the United States after deportation;
  - false claims of U.S. citizenship or immigrant status;
  - document fraud, such as counterfeit and photo-altered documents;
  - smuggling aliens, narcotics, weapons, explosives, and other illegal contraband; and
  - other violations of Federal, State, and local laws;
- conduct searches and seizures of vehicles and other property;
- question and gather physical evidence to support the facts of the case;
- prepare and present reports and follow through to completion routine prosecution actions;
- gather and present clear, convincing, and unequivocal evidence to the U.S. Magistrate;
- appear as a witness in court proceedings, when required by representatives of the U.S. Attorney's Office, to provide testimony as to the facts of a case or incident;
- question persons and inspect their documents to determine their nationality, point of origin of travel, and itinerary;
- inspect belongings to search for smuggled items and materials;
- search for contraband in private and commercial vehicles, vessels, and aircraft, and in buildings and outdoor areas;
- observe and interpret physical signs or evidence of illegal boundary crossings at other than official points of entry;
- apprehend, detain, and search suspected smugglers; and
- recommend suspects be held for further questioning or arrest and search.

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**LEVEL 1-6: INVESTIGATOR, 1810**

Knowledge of, and skill in applying, fact-finding methods and analysis sufficient to:

- conduct background investigations within established geographical and jurisdictional boundaries on personnel who are being considered for:
  - employment;
  - security clearances; or
  - assignment to sensitive positions;
- interview persons acquainted with the subject of the investigation;
- develop, evaluate, and pursue derogatory information, such as financial and credit problems and substance abuse;
- determine the relevance, importance, and veracity of facts and statements; and
- draft or compose concise reports of investigation.

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**LEVEL 1-6: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)**

Knowledge of, and skill in applying, laws, regulations, local policies, practices, methods, procedures, and precedents sufficient to:

- investigate commercial fishing vessel owners and operators for suspected narcotics or weapons smuggling;
- conduct covert surveillance of fishing techniques, gear, and practices; and
- plan and conduct seizures with and without search warrants, gather and preserve evidence, question witnesses and suspects, and testify in court during the prosecution of alleged violators.

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**LEVEL 1-6: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)**

Knowledge of, and skill in applying, laws, regulations, local policies, practices, methods, procedures, and precedents sufficient to:

- examine seized currency to determine if it is counterfeit;
- detain suspects for further questioning about possible counterfeit currency;
- interview suspects and witnesses for additional information to identify others involved and determine where the suspect obtained the currency; and
- testify in court as an expert witness on whether currency is counterfeit or genuine.

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**LEVEL 1-6: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)**

Knowledge of, and skill in applying, laws, regulations and local policies, practices, methods, procedures, and precedents sufficient to:

- investigate persons, cargo, and pedestrians suspected of smuggling contraband and/or merchandise by:
  - interviewing cooperative suspects;
  - setting up a controlled delivery;
  - using a hidden tracking device;
  - putting a body recorder on a cooperating witness who is willing to meet the contacts;
  - effecting an arrest;
  - confiscating evidence and maintaining a chain-of-custody; and
  - testifying in court to present evidence of the smuggling operation.

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**LEVEL 1-6: WILDLIFE INSPECTOR, 1813**

Knowledge of, and skill in applying:

- Federal, State and international laws, regulations and agreements governing the import, export, and transportation of wildlife;
- inspection techniques pertaining to protected wildlife inspection and document examination;
- means of detection typically used to identify counterfeit documents; and
- techniques for safe wildlife care, feeding, and handling

sufficient to:

- inspect interstate and international shipments of fish and wildlife products and parts to ensure they are being transported in accordance with Federal and State law;
- review import or export documents accompanying shipments, including bills of lading, cargo manifests, invoices, certificates of origin, export permits, health certificates, and similar documents to ensure shipments are documented in accordance with Federal and State law;
- detect illegal activity, to safeguard wildlife and confiscated items, and to support investigative and prosecution efforts; and
- visually identify a broad range of wildlife species including processed and manufactured items.

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**LEVEL 1-6: GAME LAW ENFORCEMENT INSPECTOR, 1813**

Knowledge of, and skill in applying:

- Federal and State laws and regulations for endangered species, lawful game hunting, and fishing;
- procedures for apprehension and arrest; and
- uses and safety measures for sport firearms and hunting gear (e.g., rifles, shotguns, handguns, archery equipment, black powder firearms, various types of fishing gear, trapping devices, and animal control devices)

sufficient to:

- enforce game, fish, environmental, and natural resource laws, regulations, and policies in assigned areas;
- conduct straightforward investigations for poaching and other unlawful hunting and fishing activities;
- gather and present clear and convincing evidence necessary to sustain allegations presented to the U.S. Magistrate; and
- appear as a witness in court proceedings when required by representatives of the U.S. Attorney's Office to provide testimony concerning the facts of a case or incident.

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**LEVEL 1-6: WAGE AND HOUR INVESTIGATOR, 1849**

Knowledge of, and skill in applying:

- business accounting and payroll practices; and
- procedures for collecting relevant information (e.g., payroll records, business ledgers, rosters of current and past employees) and for identifying trends

sufficient to:

- plan and conduct inquiries into complaints or work with higher-graded employees on more complex cases;
- review incomplete employee and payroll files to piece together relevant information;
- interview complainants, employers, employees, and other relevant witnesses about allegations of wage and hour violations;
- recognize discrepancies or irregularities in records, reports, or operations at establishments being inspected; and
- conduct inquiries into allegations such as straight pay versus overtime pay.

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**LEVEL 1-6: AGRICULTURAL COMPLIANCE EXAMINER, 1850**

Knowledge of, and skill in applying:

- Federal laws, regulations and practices governing the storing and trade of agricultural commodities;
- advanced mathematics;
- financial and business accounting principles;
- warehouse management practices; and
- official U.S. commodity standards

sufficient to:

- conduct subsequent or special examination of storage facilities with no past difficulties or irregularities;
- identify minor discrepancies, adverse conditions, or inadvertent violations;
- discuss findings with the warehouse manager and recommend necessary corrective action;
- identify substantial violations, discrepancies, or adverse conditions and report them directly to the supervisor;
- negotiate and persuade warehouse owners to take required corrective action;
- analyze warehouse bookkeeping accounts and ledgers;
- compute warehouse capacity and measure stocks in store;
- communicate orally and prepare clear, concise, and supportable reports to explain findings to both supervisors and warehouse workers; and
- assist higher grade examiners in original or modification examinations of warehouses to determine eligibility and suitability for licensing.

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**LEVEL 1-6: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES INSPECTOR, 1854**

Knowledge of, and skill in applying, Federal laws and regulations governing the:

- production, distribution, and use of products derived from alcohol and tobacco;
- steps in the production of alcohol and tobacco products;
- manufacturing of and commerce in firearms, ammunition, and explosives;
- judicial processes, laws of evidence, and the interrelationship between Federal and State laws;
- collection of delinquent accounts using legal means, such as liens, levies, seizures, and sales; and
- business financial audit procedures

sufficient to:

- interview owners, employees, representatives, and/or third parties connected with the business to gather information and confirm facts;
- determine if persons entering businesses in regulated industries meet established legal requirements through:
  - interviews;
  - reviewing records to determine sources of funds invested in the business;
  - inspecting buildings and equipment to determine whether they meet legal requirements; and
  - conducting background inquiries to determine the suitability of the applicant;
- conduct periodic inspections of facilities in regulated industries;
- conduct inventory of regulated commodities and verify accounts based on records of receipt and disposition of the product;
- determine whether firearms and explosives are properly accounted for and explosive products are safely stored;
- examine formulas, production records, and finished products;
- trace transactions and conduct audits of business accounts and records to identify discrepancies or irregularities in records, reports, or operations at establishments to determine whether:
  - operations comply with laws and regulations;
  - tax liabilities are correctly established;
  - products are correctly identified and taxes are properly paid;
  - recordkeeping systems are reliable;
  - all recorded transactions involving excise taxes are reflected in the tax returns;
  - merit of claims for refund or credit of excise taxes is sufficient;
  - amount of taxes being collected is correct;
  - product is properly identified;
  - product is being diverted; and
  - a threat to the public exists; and
- analyze data, weigh alternatives, and reach decisions by interpreting facts in accordance with regulatory requirements.

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**LEVEL 1-6: CUSTOMS AND BORDER PROTECTION OFFICER, 1895**

Knowledge of, and skill in applying:

- inspection procedures for all classes of applicants for admission to the United States at ports of entry;
- techniques for questioning and observing individuals, and for reviewing identity papers; and
- discretion in admitting or referring applicants for further interviews

sufficient to:

- perform primary examination by questioning and observing individuals and by reviewing identity papers to quickly determine whether to admit the individuals without further formality;
- perform primary examination for all categories and classes of mostly unsegregated applicants including diplomats, crewmen, refugees, immigrants, and workers in various nonimmigrant categories;
- refer applicants to secondary examination if there are questions or indications of problems requiring a more detailed examination or inquiry to determine status;
- conduct an in-depth interview and search of the individual and his or her personal belongings to decide whether to detain the person based on ineligibility and/or fraudulent documentation;
- examine selected applications for various immigration privileges and benefits including:
  - visa petitions;
  - extensions of temporary stays in the United States; and
  - re-entry permits;
- enroll frequent travelers in facilitation initiatives, such as dedicated commuter lanes;
- perform examination functions away from the office, such as issuing entry documents or conducting off-site inspections at satellite airports, seaports, or district offices;
- establish liaison with other immigration offices to exchange information (e.g., calling a consular office to verify documentation supports purpose of travel, student visa, or tourist visa); and
- use immigration databases, automation systems, and specialized technical equipment to detect fraud or falsification of documents.

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**LEVEL 1-6: BORDER PATROL AGENT, 1896  
CUSTOMS PATROL AGENT, 1896**

Knowledge of, and skill in applying:

- enforcement and surveillance practices;
- agency procedures and Federal, State, and local laws; and
- intelligence-gathering techniques

sufficient to:

- perform boundary operations;
- patrol city streets, airports, and rivers, including areas accessible only by foot, bike, or horse patrol;
- track suspects;
- deploy sensor systems to track and identify persons and vehicles entering the United States at other than authorized points of entry;
- develop and use information from a variety of sources including private citizens, witnesses, and informants to apprehend groups transporting contraband;
- detain individuals and groups, inspecting personal possessions and any forms or documents in their possession to determine if any violations are being committed;
- interrogate aliens, suspects, and witnesses;
- transport or arrange for the transport of suspects to the station or another location for further questioning, or transfer suspects to the jurisdiction of another agency;
- identify suspicious movement patterns on State and interstate highways, county, and farm-to-market roads to detect smugglers who are transporting undocumented aliens, narcotics, weapons, and other contraband;
- check freight trains by systematically checking boxcars, grain storage cars, open gondola cars, vehicle storage cars, and other cars comprising the freight train line;
- observe, identify, and interrogate individuals suspected of violating immigration or other Federal laws;
- question persons and inspect their documents to determine citizenship or alien status;
- cite specific facts to legally stop and arrest aliens violating immigration laws; and
- serve on task forces, such as immigration, anti-smuggling, narcotics, or weapons to:
  - gather information for basic intelligence on illegal activities;
  - perform undercover buys and controlled deliveries; and
  - arrest suspects.

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**LEVEL 1-7: INVESTIGATIVE ANALYST, 1805**

Knowledge of, and skill in applying, a comprehensive range of concepts, principles, and practices involving:

- criminological theories and research methodologies;
- the use of investigative and intelligence gathering systems;
- information search and retrieval techniques and procedures;
- automated systems to research, review, analyze, and report on evidence and intelligence

sufficient to:

- conduct analysis of investigative cases (e.g., financial crimes, access device fraud, telecommunications fraud, technology crimes, counterfeit U.S. currency and obligations);
- access, collect, examine, and analyze data, evidence, and other information from a variety of sources, including public access and law enforcement databases;
- conduct independent research, reconstruct complicated events, establish possible criminal associations, detect trends, and develop case-specific subject profiles;
- prepare link analysis in highly complex criminal investigations; and
- prepare reports of findings to use as evidence in prosecuting cases.

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**LEVEL 1-7: INVESTIGATOR, 1810**

Knowledge of, and skill in applying, laws, regulations, procedures, and/or policies sufficient to:

- plan and conduct investigations or inquiries typically involving matters of personal conduct and situations associated with alleged waste, abuse, or mismanagement, unequal application of laws, regulations, procedures, and/or policies involving:
  - human resources;
  - acquisition;
  - procurement;
  - contracting activities;
  - training;
  - management and leadership systems; and/or
  - prudent and effective use of government resources;
- ensure reports of investigation or inquiry:
  - comply with applicable policy;
  - contain thorough analyses; and
  - adhere to regulatory guidance for findings, referrals, timely resolution, and closure; and
- coordinate with other investigative agencies designated to conduct follow-up investigations.

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**LEVEL 1-7: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)**

Knowledge of, and skill in applying, the policies, precedents, goals, objectives, regulations, and guidelines of criminal investigations, and a wide range of investigative techniques sufficient to:

- gather information to establish probable cause and necessity for initiation of electronic surveillance;
- gather and examine intelligence from confidential sources, cooperating defendants, pen register and toll information, and investigative reports from other Federal, State, and local investigations to incorporate the information into an affidavit, and application for title 18 to be presented to an Assistant U.S. Attorney (AUSA);
- prepare periodic reports for AUSAs, grand juries, or judges in current cases;
- complete affidavits in support of search and arrest warrants;
- use analytical tools to untangle the intricacies of complex criminal schemes involving multiple businesses and innocent and fraudulent transactions;
- conduct financial analysis of bank accounts of criminal suspects to detect fraud;
- act on tips from confidential and anonymous sources to initiate surveillance of businesses suspected of criminal activities, such as forging prescriptions to obtain and distribute controlled substances;
- conduct investigations to locate and apprehend Federal, State, and local fugitives using complex networks of family members and associates to avoid detection;
- develop patterns of fugitive whereabouts based on phone records, information on family members and associates, vehicle registration, and other sources;
- pose in undercover role to purchase and receive counterfeit goods while maintaining surveillance on unlawful import operations;
- investigate individuals and organizations engaged in illegal drug trafficking, involving coordination with other Federal, State, local, and/or international law enforcement agencies;
- investigate individuals and organizations engaged in credit card and debit card fraud, identity theft, and collusive merchant schemes; and
- testify before criminal courts, grand juries, or judges as to the nature and complexities of various procedures, processes, and techniques used in conducting criminal investigations.

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**LEVEL 1-7: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)**

Knowledge of, and skill in applying:

- a wide range of investigative methods to uncover criminal violations of numerous environmental protection statutes;
- modern detection devices (sound and video), information from many sources, forensics, and laboratory services; and
- investigative techniques to expose possible terrorist weapons of mass destruction (e.g., chemical, toxins, and biological)

sufficient to:

- investigate and refer for prosecution the most significant and egregious violations of environmental laws posing the greatest threat to human health and the environment;
- respond to and investigate acts of terrorism which present a danger to the environment and the nation's citizens and infrastructure;
- recognize, seize, and preserve evidence involving cutting edge scientific technology;
- expose evidence skillfully manipulated and tampered with, including intentionally falsified records, spiked samples, falsified laboratory tests, and other false test results; and
- serve as a witness for the agency at court proceedings and testify or present cases to grand juries.

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**LEVEL 1-7: WILDLIFE INSPECTOR, 1813**

Knowledge of, and skill in applying, comprehensive international and Federal wildlife laws and implementing regulations relating to import, export, and interstate commerce in wildlife and wildlife products and the humane transport of wildlife sufficient to:

- examine and identify genus, species, and subspecies of live wildlife and/or wildlife parts and products to maintain compliance with Federal and foreign wildlife laws;
- serve as a technical expert to assist in criminal investigations;
- ensure the proper handling of hazardous wildlife or wildlife products, such as venomous reptiles, dangerous primates, or trophy shipments, to prevent disease or injury;
- determine whether transport of live wildlife complies with Federal humane shipping and transport regulations and whether live animals require immediate veterinary care on arrival due to inadequate shipping practices;
- coordinate the housing and transportation of live wildlife seizures for the port of entry, authorize veterinary care, verify inventories, certify destruction of dead animals, and assist in the final disposition of property;
- provide information on laws and regulations covering a variety of wildlife concerns, including import/export activities, permits, bans on migratory birds, endangered animals, unprotected or State regulated wildlife, injurious wildlife, and antique articles made from prohibited wildlife parts (e.g., carved ivory);
- review proposed regulations affecting various aspects of wildlife trade;
- participate in meetings representing the agency with personnel from other Federal and State agencies, zoo representatives, importers/exporters, customhouse brokers, permittees, and the public;
- design and structure presentations for a wide range of audiences, such as customhouse brokers' meetings, wildlife seminars, symposia, and school programs; and
- conduct training for local jurisdictions and foreign counterparts on wildlife identification, inspection techniques, document review, identification of fraudulent documents, and smuggling.

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**LEVEL 1-7: GAME LAW ENFORCEMENT INSPECTOR, 1813**

Knowledge of, and skill in applying:

- Federal, State, and local laws and regulations and site-specific procedures pertaining to hunting, trapping, and fishing;
- natural resources management, wildlife management, conservation techniques and principles, and environmental management operations; and
- basic law enforcement procedures and principles

sufficient to:

- enforce game, fish, environmental, and natural resources laws;
- investigate poaching and other unlawful hunting and fishing activities;
- examine animals confiscated from poaching or found dead to determine age, state of health, and cause of death;
- apprehend, subdue, and/or arrest suspected violators;
- conduct investigations and prepare legal documents;
- assist in controlling and monitoring predators and nuisance wildlife, and relocating wildlife when necessary; and
- conduct observation counts of certain species, note abnormal changes in fish and wildlife habitat, and maintain statistics on the natural and accidental mortality rate of game species.

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**LEVEL 1-7: MINE SAFETY AND HEALTH INSPECTOR, 1822**

Knowledge of, and skill in applying, a comprehensive range of:

- policies and programs required by the Federal Mine Safety and Health Act and other relevant Federal laws; and
- inspection and investigative procedures

sufficient to:

- inspect and determine the hazards, adequacy, capabilities, and limitations of equipment and machinery for all sizes and types of:
  - underground mines;
  - surface mines;
  - quarries;
  - pits;
  - dredging operations; and
  - mills;
- counsel mine operators and contractors on safety procedures and practices such as:
  - safe roof or ground control;
  - ventilation and gases;
  - electrical systems; and
  - environmental issues;
- investigate and analyze serious mine accidents and disasters to determine the cause and conditions contributing to incidents;
- educate mine operators, workers, and manufacturers on mine hazards and how to interpret vague or unclear Federal mine safety and health laws and regulations;
- inspect a variety of mining and milling operations for safety and health conditions, looking at all aspects of the operations, and responding to questions concerning safety or health issues; and
- inspect training records for compliance with required regulations.

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**LEVEL 1-7: WAGE AND HOUR INVESTIGATOR, 1849**

Knowledge of, and skill in applying:

- wage and hour laws enforced by the Federal Government;
- important precedent-setting court and administrative decisions;
- current conditions and trends in the general economy and unemployment rates;
- union trends in the area and industry;
- social attitudes toward certain classes of workers (e.g., migrant agriculture workers);
- socio-economic conditions influencing labor violations; and
- business accounting and records systems pertaining to:
  - corporate structures or franchise agreements;
  - purchasing, production, and shipping operations to establish wage and hour jurisdiction;
  - personnel, timekeeping, and pay practices in private businesses;
  - labor agreements and contracts;
  - equipment and employment practices in various trades;
  - child labor laws;
  - the Fair Labor Standards Act (FLSA);
  - the Family and Medical Leave Act (FMLA); and
  - the Davis–Bacon Act

sufficient to:

- investigate complex allegations and violations involving diversified businesses and/or having multiple locations;
- enforce and administer Federal contract labor provisions;
- open inquiries into associated franchises to uncover unlawful trends in labor practices;
- investigate businesses for repeated violations of overtime wage requirements when owners and/or attorneys are uncooperative and confrontational, resulting in the need to conduct interviews with workers at home;
- investigate complaints from employees who are not being paid overtime when businesses claim all employees are exempt from FLSA, resulting in:
  - a review of the businesses;
  - redesignation of all employees as exempt/nonexempt; and
  - negotiations with attorneys on the FLSA status and recovery of back pay; and
- exercise sanction authority against employers who refuse to provide housing and wages, in accordance with laws and regulations, thus preventing brokers and truckers from loading and delivering employers' products.

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**LEVEL 1-7: AGRICULTURAL COMPLIANCE EXAMINER, 1850**

Knowledge of, and skill in applying, a comprehensive range of:

- the United States Warehouse Act, amendments, and other relevant Federal and State laws;
- types of storage contracts with Government agencies, such as the Commodity Credit Corporation;
- regulations governing the commodity program; and
- agricultural practices relating to warehousing of grain, cotton, rice, tobacco, cottonseed, syrup, dry beans, nuts, processed commodities, and bulk oil

sufficient to:

- conduct examinations of large business entities with complicated financial and/or organizational structures and multiple locations;
- determine if records are fraudulent and/or incomplete and identify willful noncompliance based on examination of business records and interviews;
- perform special examinations for fraudulent manipulation or loss of large quantities of commodities, financial difficulties, or extensive damage as a result of fire, flood, or other causes; and
- prepare reports and brief warehouse workers, employees, businessmen, and other interested parties on the United States Warehouse Act, related regulations, and changes in policy.

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**LEVEL 1-7: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES INSPECTOR, 1854**

Knowledge of, and skill in applying, a comprehensive range of:

- laws and regulations regarding alcohol, tobacco, firearms, and explosives;
- operations and practices of the regulated industries; and
- inspection policies and procedures to ensure the protection of the revenue and safety of the public

sufficient to:

- select, adapt, and apply inspection and audit methods or general investigative techniques, to obtain or reconstruct missing or withheld information;
- recognize any discrepancies or inconsistencies between information reported by industry members, and the nature of the activity under review;
- prepare reports and make presentations for industry members, agency representatives, and other interested groups on applicable laws, regulations, and new policy;
- conduct complex, sensitive, and/or far-reaching reviews of industry activities involving fraudulent and/or incomplete records, diversion, trafficking, independent activities with integrated operations, and willful noncompliance with laws and regulations;
- provide technical information to firearms task forces on the importation and manufacturing of statutorily prohibited firearms and accessories;
- ensure safe and secure storage of explosives and explosive materials;
- conduct inspections to determine the presence of contraband explosives;
- conduct inspections of suspected alcohol or tobacco diversions, tax evasion, or conspiracies to divert alcohol or tobacco products; and
- conduct audits to enforce specialized excise tax collection programs, and identify taxpayers in financially troubled industries which may jeopardize revenue collections.

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**LEVEL 1-7: EQUAL OPPORTUNITY INVESTIGATOR, 1860**

Knowledge of, and skill in applying:

- laws, regulations, Executive orders, and court decisions prohibiting discrimination in the workplace;
- statistics and indicators of economic conditions, prevalent attitudes toward equal opportunity, and other social factors affecting the degree of compliance for various labor markets;
- principles of personnel systems, management policies, procedures, and practices in government or private industry;
- laws and administrative investigative techniques to develop evidence of system-wide discrimination meeting legal standards of proof;
- employment practices in recruitment, selection, promotion, discipline, pay and job evaluation, career patterns, job qualifications, retention procedures, and labor agreements; and
- data collection and analysis techniques

sufficient to:

- independently conduct complex complaint investigations;
- conduct legal research on unique issues;
- develop strategies for data collection and analysis;
- negotiate with officials, unions, and attorneys to develop remedies for discriminatory practices and other noncompliance actions;
- determine whether discrimination has occurred, and the conciliation processes to seek remedies or relief; and
- prepare show-cause notices or, if necessary, recommend enforcement action.

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**LEVEL 1-7: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #1)**

Knowledge of, and skill in applying, laws, regulations, processes, and procedures regarding immigration into the United States including passports, various categories of nonimmigrant visas, immigration classifications, and variations in the citizenship process sufficient to:

- examine applicants for admission to the United States at ports of entry to determine their eligibility for entry;
- conduct inspections of questionable or suspect cases, resulting in approved entry, denial, detention, or removal;
- determine whether an alien should be immediately removed, allowed to withdraw, or prosecuted for illegal activities;
- oversee difficult inspection situations involving high-profile or politically sensitive travelers;
- collect and compile raw intelligence data to detect fraudulent documents and criminal patterns;
- review, analyze, and disseminate information on new alien smuggling techniques and trends;
- conduct interrogations of unresponsive or uncooperative individuals to uncover additional facts about organized criminals, terrorists, smuggling groups, or fraudulent document vendors;
- detect bad faith applicants, fraudulent documents, and spot deviations from genuine documents;
- prepare cases for removal or referral to an immigration judge by:
  - gathering evidence such as false documents;
  - taking sworn statements;
  - researching precedent decisions;
  - writing case reports; and
  - preparing other documentation necessary to remove denied applicants from the United States;
- arrange to detain and present individuals for a hearing before an immigration judge, Federal judge, or magistrate;
- recommend fines to be levied on commercial carriers transporting passengers in violation of the Immigration and Naturalization Act, and/or seize vehicles or other property;
- perform secondary inspection functions independently, exercising broad discretion in determining the outcome of the inspection process, such as detaining on board the crew of a vessel or allowing them entry;
- conduct a remote port's business without oversight, including seaports, satellite ports, or remote duty stations (i.e., a "one person" port of entry); and
- question explanations offered by applicants and advise ways to resolve problems.

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**LEVEL 1-7: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #2)**

Knowledge of, and skill in applying, a comprehensive range of:

- import/export laws and regulations;
- information about importers' history, type of commodity, and country of origin; and
- procedures for examination, duty and tax collections, seizures, penalties, and arrests

sufficient to:

- analyze records and manifest information to determine level of risk for possible violations;
- identify high-risk shipments or individuals;
- release shipments on own authority;
- identify shipments or passenger arrivals requiring in-depth or special emphasis inspection actions;
- plan actions to be taken, coordinate a team effort, and lead or undertake actions, such as surveillance or controlled delivery;
- participate in special enforcement and response teams, such as Contraband Enforcement Team, Mobile Enforcement Team, Manifest Review Team, or anti-terrorism team to determine the degree of examination needed, resolve problems, and ensure proper release of cargo;
- detect suspicious individuals in baggage or passenger areas;
- handle sensitive situations with the potential to result in disputes or political problems;
- serve on multi-agency task forces investigating smuggling, money laundering, or commercial fraud as the technical expert on commercial import/export inspection and control procedures;
- identify and develop evidence to substantiate criminal prosecution or other administrative sanctions;
- review, analyze, and disseminate information about new smuggling techniques and trends;
- determine necessity of pat-down searches, identify people requiring special handling, and resolve problems among passengers, shippers, terminal operators, brokers, and inspection personnel;
- perform selective intensive inspections of crew and passengers;
- demonstrate proficiency with a wide range of technology devices, such as portable x-ray vans, body scanners, density measuring devices, and fiber scopes; troubleshoot technical problems; and determine whether readings or signals are accurate;
- plan and carry out special assignments, projects, or studies to explore and resolve major or complex problems in operations and enforcement activities, or develop or implement improved or new procedures;
- provide training to lower-graded inspectors on changes, new methods, and techniques; and
- lead and monitor inspection and control activities at one or more ports of entry, and perform a variety of administrative, advisory, and coordination tasks.

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**LEVEL 1-7: CUSTOMS PATROL AGENT, 1896**

Knowledge of, and skill in applying:

- specialized intelligence gathering procedures, analysis, and source determinations while recognizing appropriate changes required to adapt to topographical features in different geographic areas;
- import/export regulations and related laws, statutes, precedents, court and administrative decisions, and current instructions concerning merchandise and contraband, and rights of U.S. citizens and alien entrants;
- laws and statutes of other agencies;
- availability and sources of illegal or controlled items, goods, and materials; and
- technical support and resources to identify fingerprints, conduct drug analysis, and gather other forensic evidence

sufficient to:

- develop cases on specific interdiction targets;
- plan participation in special operations or task forces;
- detect various types of contraband and smuggling activities;
- predict trends and patterns in actual and potential illegal activities;
- consolidate, evaluate, and correlate a variety of seemingly unrelated facts, events, and occurrences;
- develop continuing sources of information about routes and means of transport, contraband traffic, and illegal activities;
- decide when to call additional resources, considering the limitation of manpower and remoteness of area;
- develop new techniques in detecting, apprehending, and prosecuting individuals and groups of people suspected of violating or conspiring to violate Federal laws; and
- develop a special operations plan using historical patterns, sensor logs, and recent tracking information to:
  - position personnel on multiple shifts;
  - coordinate with other agencies for additional manpower;
  - develop rotation and relief plans; and
  - coordinate with air operations for support.

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**LEVEL 1-7: BORDER PATROL AGENT, 1896**

Knowledge of, and skill in applying:

- a wide range of law enforcement functions to prevent illegal entry, apprehension, and removal of aliens who enter the country illegally, prevent alien smuggling, and interdict narcotics, weapons, and other contraband;
- methods of detecting forged or counterfeit documents used in conjunction with illegal alien activities; and
- investigative procedures to identify vendors of counterfeit and forged documents

sufficient to:

- collect and analyze intelligence information from a variety of sources, including informants, State and local law enforcement agencies, and social service agencies;
- prepare forecasts of illegal immigration routes, analyze patterns and trends, and share with other law enforcement agencies;
- gather and review evidence, prepare and evaluate cases, and present cases to the U.S. Attorney's Office for prosecution;
- identify, investigate, and apprehend illegal aliens and/or smugglers of aliens ranging from small operations to highly organized rings providing comprehensive packages of illicit products and services, including:
  - counterfeit and fraudulent documents;
  - transportation to the interior of the U.S.;
  - jobs, housing, and subsistence; and
  - coaching to avoid apprehension by border patrol agents;
- conduct interrogations of unresponsive or uncooperative aliens identified as attempting illegal entry to obtain additional facts regarding organized criminals, smuggling groups, and fraudulent document vendors, and to gather intelligence useful to other law enforcement agencies;
- review, prepare, and present cases for administrative and/or criminal proceedings for illegal entry, re-entry, document fraud, assault on Federal agents, illegal possession of firearms, vehicle seizure, transporting criminal aliens, and/or smuggling; and
- review cases before filing with the U.S. District Court for adequacy of information, evidence, and witnesses, and ensure problems are resolved.

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**LEVEL 1-8: INVESTIGATOR, 1810 (ILLUSTRATION #1)**

Mastery of, and skill in applying, laws, theories, concepts, and principles including:

- program or agency rules, regulations, advisory opinions, exemptions, court decisions, and agency enforcement and regulatory policies and procedures; and
- the most up-to-date investigative principles, methods, and techniques

sufficient to plan and conduct complex regional and national investigations and financial examinations of target companies.

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**LEVEL 1-8: INVESTIGATOR, 1810 (ILLUSTRATION #2)**

Mastery of, and skill in applying, governing laws, regulations, and advanced investigation principles and methods sufficient to:

- lead complex investigations and coordinate between jurisdictions;
- determine the scope, subjects, and extent of investigations;
- document requirements for warrants;
- utilize investigative technology and a wide range of investigative techniques; and
- develop strategies to document illegal diversion of controlled substances and listed chemicals for successful prosecution.

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**LEVEL 1-8: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)**

Mastery of, and skill in applying, theories, concepts, principles, practices, laws, and regulations of criminal investigations including constitutional, international, and statutory laws; investigative procedures and techniques; and specialized investigative and business accounting techniques sufficient to:

- develop multi-jurisdictional, international conspiracy cases, targeting organizations with large-scale supply sources;
- solicit cooperating defendants and sources who will identify upper echelon members of criminal organizations, infiltrate the organization under the direction of the criminal investigation, or facilitate the introduction of an undercover agent to upper-level members;
- draft affidavits in support of search and arrest warrants in multiple jurisdictions and judicial districts and coordinate the enforcement actions of Federal, State, and local agencies participating in the investigations;
- review documentary evidence to identify other members of the criminal organization, potential witnesses, or assets meeting seizure and forfeiture guidelines;
- investigate complex tax and financial violations, such as money laundering and financial and investment fraud schemes, in which suspects took advantage of systemic weaknesses in the financial payment system, tax codes, banking regulations, or reporting requirements to commit the crime and/or avoid detection;
- investigate complicated electronic crimes perpetrated against financial or telecommunications infrastructure which thwart standard information security practices and obscure the identity of the attacker from conventional investigative methods;
- investigate complex United States and foreign government currency and securities counterfeiting using the latest technology;
- obtain relevant evidence for investigations routinely involving multiple entities, multiple judicial districts, obstructive activities, and interwoven legal and illegal transactions;
- develop innovative approaches to document financial and tax fraud for financial investigations and detect fraudulent transactions in a variety of accounting, financial, and banking systems; and
- set up a cover and storefront operation for domestic or international businesses being investigated, gain introductions to fraudulent business executives, trace money used in accounts, and serve arrest warrants as appropriate.

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**LEVEL 1-8: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)**

Mastery of, and skill in applying, laws, regulations, policies, procedures, theories, concepts, and principles of criminal investigations sufficient to:

- investigate threats and allegations of endangering executive and cabinet level officials, government witnesses placed in the witness protection program, and any others (e.g., foreign dignitaries or members of the United Nations General Assembly) designated by the Secretary of the Treasury or U.S. Attorney General; and
- uncover confidential information involving planned assassinations of Federal officials and take the following steps:
  - initiate a series of wiretaps and surveillance;
  - determine whether the threat is valid;
  - work undercover using covert technical devices to infiltrate the conspiracy as a potential assassin;
  - develop incriminating evidence;
  - compile affidavits; and
  - provide testimony before the grand jury, criminal courts, and judges regarding unusual circumstances and complex theories of criminal activity.

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**LEVEL 1-8: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)**

Mastery of, and skill in applying, theories, concepts, and principles of constitutional and international law governing criminal investigations, complex investigative techniques, and investigative technology sufficient to:

- conduct complex investigations of national and/or international organizations or groups;
- uncover and document the illegal commercialization and destruction of protected wildlife resources;
- work with and coordinate efforts of a dedicated network of intelligence gathering agencies, unique covert operations, and specialized forensic examinations providing essential tools for conducting complex investigations;
- determine the routes of smuggling and methods of laundering money using covert contacts and surveillance;
- use electronic technology and physical surveillance to identify suspects and their contacts, and document shipments being delivered to international organizations; and
- serve as a witness at court proceedings, and testify or present cases to grand juries.

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**LEVEL 1-8: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #4)**

Mastery of, and skill in applying, Federal and international laws, theories, concepts, principles, policies, and procedures governing security protection and security planning sufficient to:

- plan, coordinate, conduct, and lead sensitive protection activities, such as conducting advance security surveys for individuals who are vital to national and international security and the continuity of government;
- conduct advance security surveys of a large-scale nature, involving continuous or extended domestic and international travel, and/or involving major events; and
- develop detailed security plans in consultation with high-ranking State, county, and local officials, representatives of foreign governments, and prominent private individuals.

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**LEVEL 1-8: EQUAL OPPORTUNITY INVESTIGATOR, 1860**

Mastery of, and skill in applying, equal opportunity and human resources laws, theories, concepts, and principles sufficient to:

- investigate complex charges of employment discrimination involving nationwide and/or international employers, and significant issues likely to result in decisions having a major impact on employment policies and practices;
- negotiate settlements or seek remedies through conciliation efforts involving important and significant employer policies and practices; and
- investigate cases of multiple parties, or one or more classes of employees (e.g. class action) involving national employers or unions.

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## FACTOR 4 ILLUSTRATIONS

### LEVEL 4-2: INVESTIGATOR, 1810

**Nature of Assignment** – Work consists of assisting in the investigation of cases or portions of cases as assigned.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to:

- assist senior investigators in planning and performing segments of investigations;
- participate in various phases of ongoing investigations;
- interview potential witnesses and take sworn testimonies; and
- obtain records and materials from subjects through search warrants.

**Difficulty and Originality Involved** – Exercises judgment in determining the facts and evidence to assist in preparing cases for indictment and subsequent trial.

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### LEVEL 4-2: CRIMINAL INVESTIGATOR, 1811

**Nature of Assignment** – Work consists of routine, closely supervised assignments to learn different aspects of the work.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to:

- interview witnesses;
- research pertinent statutes and laws; and
- carry out selected segments of an overall investigation.

**Difficulty and Originality Involved** – Exercises judgment in determining:

- facts from incomplete, conflicting, or contradictory data; and
- commonly accepted investigative approach required based on the violation.

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### LEVEL 4-2: WILDLIFE INSPECTOR, 1813

**Nature of Assignment** – Work consists of gaining practical experience in and exposure to inspecting, documenting, reviewing, and applying national and international laws, treaties, and regulations regarding import/export of wildlife and products.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to:

- conduct limited inspections in cargo, passenger, or mail facilities; and
- answer routine questions and refer other inquiries to the appropriate agency.

**Difficulty and Originality Involved** – Exercises judgment in:

- identifying wildlife, parts, and products;
- determining the validity of documents;
- interacting with other agencies; and
- determining the true intention of the traveling public and importers/exporters.

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**LEVEL 4-2: FISHERY PATROL INSPECTOR, 1813**

**Nature of Assignment** – Work consists of gaining practical experience in and exposure to inspecting and reviewing documents, and applying national and international laws, treaties, and regulations regarding fishing rights and quotas.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to conduct inspections and related investigations.

**Difficulty and Originality Involved** – Exercises judgment in determining the best course of action, considering a variety of factors such as:

- type of fishery;
- location;
- mitigating factors;
- the severity of the violation; and
- potentially hostile environmental factors.

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**LEVEL 4-2: GAME LAW ENFORCEMENT INSPECTOR, 1813**

**Nature of Assignment** – Work consists of gaining practical experience in and exposure to conducting patrols in assigned areas on foot, in watercraft, and in motor vehicles, such as 4-wheel drive trucks and all terrain vehicles.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to take action based on enforcement and application of laws and regulations, precedent court decisions, and local policy.

**Difficulty and Originality Involved** – Exercises judgment in:

- making accurate on-the-spot decisions in remote areas;
- assessing incomplete or conflicting data; and
- determining the relevancy of known facts to the situation at hand.

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**LEVEL 4-2: MINE SAFETY AND HEALTH INSPECTOR, 1822**

**Nature of Assignment** – Work consists of assisting in:

- mine inspections; and
- audits of mines, mills, and processing plants for compliance with safety and health regulations.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to:

- collect samples and measure air velocity, noise levels, and humidity;
- observe work habits of miners;
- inspect the condition and use of safety equipment; and
- review mine safety records.

**Difficulty and Originality Involved** – Exercises judgment in:

- using precise technical equipment and procedures; and
- making factual observations.

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**LEVEL 4-2: WAGE AND HOUR INVESTIGATOR, 1849  
EQUAL OPPORTUNITY INVESTIGATOR, 1860**

**Nature of Assignment** – Work consists of investigating complaints involving facts which are clear, straightforward, few in number, and obtainable from a few sources.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to obtain, organize, and compare facts to clear-cut precedent cases or principles.

**Difficulty and Originality Involved** – Exercises judgment in determining:

- the appropriate sequencing of fact-finding steps;
- the most effective manner of presenting findings;
- the application of the appropriate standard of proof to the fact pattern or allegation presented; and
- the necessity of additional fact-finding to resolve factual discrepancies.

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**LEVEL 4-2: AGRICULTURAL COMPLIANCE EXAMINER, 1850**

**Nature of Assignment** – Work consists of assisting in:

- inspecting and auditing of agriculture warehouses;
- examining agriculture products for rot and mold; and
- interviewing warehouse workers, employees, and business owners.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to:

- assess incomplete or conflicting data;
- discuss problems encountered and recommend solutions; and
- ascertain the integrity and competency of warehouse workers and key employees.

**Difficulty and Originality Involved** – Exercises judgment to independently make on-site accurate decisions.

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**LEVEL 4-2: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES INSPECTOR, 1854**

**Nature of Assignment** – Work consists of basic inspections and involves straightforward application of guidelines and business accounting procedures.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to inspect businesses:

- small to moderate in size;
- with a simple organization structure; and/or
- with a history of compliance with laws and regulations.

**Difficulty and Originality Involved** – Exercises judgment in:

- applying laws and regulations to evaluate compliance; and
- preparing inspection reports under the guidance of higher-level employees.

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**LEVEL 4-2: IMPORT SPECIALIST, 1889**

**Nature of Assignment** – Work consists of gaining practical experience in and exposure through:

- screening pre-entry documents;
- verifying prescribed trade statistical items;
- telephoning or corresponding with brokers, importers, or others to request needed documents or additional information;
- answering general questions on the classification and value process or on import-related requirements of other government agencies;
- classifying routinely received items provided for by name in the tariff schedules; and
- assessing duty on items with specific rates.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to determine entry status, classification of items, and duty by:

- accepting, rejecting, or holding entry summary packages;
- reviewing packages for the presence of required documents; and
- determining the completeness and consistency of information provided in those documents.

**Difficulty and Originality Involved** – Exercises judgment in actions taken based on factual differences, such as:

- kinds of articles or products being imported;
- country of origin;
- type of formal entry made, such as consumption, warehouse, or Temporary Importation under Bond (TIB); or
- special provisions claimed by importers.

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**LEVEL 4-2: CUSTOMS AND BORDER PROTECTION OFFICER, 1895**

**Nature of Assignment** – Work consists of gaining practical experience in and exposure through classroom instruction and on-the-job training, including developmental assignments in the procedures and practices of inspecting persons, baggage, cargo, and carriers (vehicles, vessels, trains, and aircraft) entering or leaving the United States at designated ports of entry or stations.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to:

- sort and tally entry forms completed at the port for routing;
- provide general information to applicants regarding entry into the United States;
- conduct primary inspection of returning U.S. citizens;
- review entry forms and documents;
- determine tariff classifications and rates of duty; and
- implement custody and control procedures for goods imported or exported through U.S. ports.

**Difficulty and Originality Involved** – Exercises judgment in:

- working with various types of travelers;
- recognizing when to do a detailed inspection of baggage or vehicles and personal searches;
- distinguishing a wide range of documents from different countries;
- detecting document alterations; and
- determining intentions of applicants who communicate poorly or attempt to conceal actual intentions.

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**LEVEL 4-2: CUSTOMS PATROL AGENT, 1896**

**Nature of Assignment** – Work consists of gaining practical experience in and exposure to:

- conducting field patrols;
- developing liaisons within the community; and
- basic radio procedures.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to determine appropriate procedures and methods to:

- conduct surveillance of suspect individuals or groups;
- track, apprehend, and interrogate smugglers;
- collect, record, and document evidence; and
- prepare technical reports and case files.

**Difficulty and Originality Involved** – Exercises judgment to:

- establish proof of illegal activities;
- sort through incomplete or conflicting information;
- determine points of origin and destination of traffickers and smugglers; and
- inform other agents of ongoing investigations.

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**LEVEL 4-2: BORDER PATROL AGENT, 1896**

**Nature of Assignment** – Work consists of developmental assignments in the enforcement and application of laws, regulations, and precedent court decisions, as well as participating in investigations and taking sworn testimony.

**What Needs To Be Done** – The employee determines the appropriate process from easily recognizable alternatives to monitor border crossing and surveillance areas to:

- apprehend and detain aliens suspected of entering the United States illegally;
- apprehend and interrogate smugglers;
- collect, record, and document evidence; and
- prepare technical reports and case files.

**Difficulty and Originality Involved** – Exercises judgment in planning and performing the following:

- making accurate on-the-spot decisions in remote areas when encountering aliens, who may be hostile, engaged in illegal activities, or attempting to enter the United States illegally;
- assessing incomplete or conflicting data to establish a violation;
- determining facts from contradictory information; and
- identifying fraudulent documents from aliens who have no or limited English language proficiency, and may be frightened or defensive.

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**LEVEL 4-3: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)**

**Nature of Assignment** – Work consists of a variety of law enforcement and compliance functions involving investigating aliens suspected of criminal acts; and apprehending aliens hiding to avoid deportation proceedings.

**What Needs To Be Done** – The employee chooses the appropriate course of action from alternatives to:

- interview aliens in the custody of other agencies;
- conduct on-site inspections of businesses and organizations to review immigration records;
- determine a person’s citizenship or immigration status from available records and other sources; and
- prepare documents to initiate deportation proceedings.

**Difficulty and Originality Involved** – Exercises judgment in:

- coordinating with other agencies and individuals to verify the authenticity of documents and information; and
- determining citizenship or immigration status.

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**LEVEL 4-3: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)**

**Nature of Assignment** – Work consists of participating in a security detail to include standing post, conducting a site advance, or functioning as shift agent on a detail of a protectee with a low risk assessment.

**What Needs To Be Done** – The employee chooses the appropriate course of action from alternatives to:

- establish a secure perimeter;
- identify evacuation routes; and
- develop contingency plans.

**Difficulty and Originality Involved** – Exercises judgment in protection assignments of limited complexity and involving limited resources.

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**LEVEL 4-3: WILDLIFE INSPECTOR, 1813**

**Nature of Assignment** – Work consists of determining the legality of wildlife shipments through document review and/or physical inspection. The employee verifies compliance with Federal, State, tribal, and international laws.

**What Needs To Be Done** – The employee chooses the appropriate course of action from alternatives to:

- enforce compliance with wildlife trade laws;
- detect evidence of contraband, smuggling, and fraud;
- identify potential risks to wildlife shipments;
- question travelers regarding baggage declarations;
- examine baggage and cargo for restricted, undeclared, or illegal wildlife in cargo and passenger processing;
- examine all documents for accuracy; and
- determine shipments meet regulatory compliance.

**Difficulty and Originality Involved** – Exercises judgment in:

- checking all accompanying documents;
- verifying the quantity, condition, and identity of wildlife on invoices; and
- determining the legality of wildlife shipments which may be hazardous, politically sensitive, or require immediate action, such as live or perishable wildlife.

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**LEVEL 4-3: MINE SAFETY AND HEALTH INSPECTOR, 1822**

**Nature of Assignment** – Work consists of:

- inspecting for safety and health hazards equipment, work methods, and processes commonly used in mining and milling metals, nonmetals, and coal; and
- considering differences in environmental considerations and work methods resulting from the varying conditions and extraction methods found at different mineral and metal mines.

**What Needs To Be Done** – The employee analyzes the information and chooses the appropriate course of action to:

- conduct routine safety and health inspections of mines, mills, and quarries;
- assist in assessing roof control and ventilation plans in newly opened portions of mines;
- assist in inspections of operations having unusual or persistent safety or health problems;
- assist in conducting investigations of mine accidents or disasters by collecting air content samples, examining equipment, and reviewing records;
- provide safety talks and lectures on using safety equipment for personal protection, survival, and escape;
- prepare written reports of inspections and investigations citing violations in mines employing common methods and equipment; and
- testify at judicial hearings regarding citations and Orders of Withdrawal not involving complex features.

**Difficulty and Originality Involved** – Exercises judgment in:

- evaluating conditions, equipment, and facilities involved in various phases of mining and milling operations;
- deciding how to approach each assignment based on the conditions at a particular operation, such as size, location, and accident frequency rate;
- attempting to resolve issues independently; and
- referring technical problems requiring in-depth research to specialists or engineers.

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**LEVEL 4-3: AGRICULTURAL COMPLIANCE EXAMINER, 1850**

**Nature of Assignment** – Work consists of:

- conducting on-site inspections of several different types of businesses, facilities, and commodities;
- determining whether:
  - safe handling and storage is provided for the products;
  - the warehouse financial position is sound; and
  - the operators are competent; and
- providing a visible link between the agriculture business community and the Federal Government.

**What Needs To Be Done** – The employee selects the appropriate course of action from alternatives to:

- verify record systems meet Federal requirements and receipts balance with inventory;
- inspect storage areas and equipment, adequacy of firefighting equipment, and housekeeping aspects; and
- take physical inventory of products in storage.

**Difficulty and Originality Involved** – Exercises judgment in:

- considering interrelated facts;
- selecting the appropriate principles and precedents for making recommendations, conclusions, or decisions;
- using and modifying standard analytical techniques to deal with particular situations;
- determining which and how many accounts and receipts to audit or persons to interview; and
- deciding when sufficient information has been gathered to substantiate findings.

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**LEVEL 4-3: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVE INSPECTOR, 1854**

**Nature of Assignment** – Work consists of reviewing traceable business accounting records and transactions. Assignments are non-sensitive and do not normally include inspecting establishments suspected of willful violations of laws and/or regulations.

**What Needs To Be Done** – The employee selects the appropriate course of action from alternatives to:

- conduct inspections of individuals, sole business owners, family type partnerships, or corporations; and
- review applications of persons who usually do not have records of abnormal activities, and are not connected with controversial issues.

**Difficulty and Originality Involved** – Exercises judgment in:

- establishing facts;
- linking facts to elements of proof;
- establishing compliance or non-compliance with legal or regulatory provisions; and
- focusing on compliance issues relating to uncomplicated business operations.

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**LEVEL 4-3: EQUAL OPPORTUNITY INVESTIGATOR, 1860**

**Nature of Assignment** – Work consists of performing complete assignments, requiring the use of a variety of analytical and fact-finding techniques, to solve problems or negotiate a settlement. Assignments are typically characterized by:

- gathering facts from a variety of sources;
- corroborating facts to support allegations disputed by complainants, respondents, or witnesses;
- standard fact-finding techniques (e.g., on-site document reviews and interviews);
- multifaceted cases generally having more than one basis (e.g., race, sex, religion, national origin, age, color); and
- the need to analyze organizations' policies or practices.

**What Needs To Be Done** – The employee decides at each step of the fact-finding and resolution process, the appropriate actions, depending on the facts and issues involved, and the organizational level of the resolutions.

**Difficulty and Originality Involved** – Exercises judgment in:

- considering interrelated facts;
- selecting the appropriate principles and precedents for making a recommendation, conclusion, or decision; and
- applying modified standard analytical techniques to deal with particular situations.

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**LEVEL 4-3: IMPORT SPECIALIST, 1889**

**Nature of Assignment** – Work includes independent classification, value, and other import-related determinations on formal entries of importations which:

- are relatively stable in terms of features significant for tariff classification and appraisalment;
- involve common use products and physical characteristics;
- involve relatively stable prices, or where current published price lists are available; and
- involve clear-cut business relationships and dutiable costs.

**What Needs To Be Done** – The employee selects the appropriate course of action from alternatives to:

- analyze and identify facts and conditions;
- identify issues significant for duty assessment; and
- perform a variety of other required actions.

**Difficulty and Originality Involved** – Exercises judgment in examining and determining the actions needed to identify and analyze conditions and elements in determining:

- facts and laws or regulations amending the entered classification;
- entered value;
- countries of origin;
- quota or Generalized System of Preferences (GSP) duty-free eligibility;
- type of commodity and costs associated with importing like items; and
- propriety of transaction basic value.

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**LEVEL 4-3: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #1)**

**Nature of Assignment** – Work consists of:

- making immediate decisions on admission;
- referring secondary examinations for those persons who need more in-depth interviews;
- inspecting all types of entry documents presented by every classification of immigrants, non-immigrants, and persons desiring to enter the United States; and
- determining if applicants meet status qualifications.

**What Needs To Be Done** – The employee chooses the appropriate course of action from alternatives to:

- independently determine whether applicants may be admitted for entry to the United States without further formality;
- question travelers about baggage declarations and exemptions; and
- conduct intensive and detailed interrogations prompted by applicants who are:
  - suspected of alien smuggling;
  - making false claims to U.S. citizenship;
  - presenting documents which belong to others, are altered, or are counterfeit; and/or
  - attempting to enter by other devious means.

**Difficulty and Originality Involved** – Exercises judgment in:

- applying immigration and naturalization laws and regulations;
- taking sworn statements from individuals;
- preparing cases for removal or other immigration action; and
- identifying false claims to citizenship, imposters, and counterfeit or altered documents.

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**LEVEL 4-3: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #2)**

**Nature of Assignment** – Work consists of verifying compliance with commerce laws; detecting evidence of contraband, smuggling, and fraud; and admitting cargo, merchandise and goods accompanying persons.

**What Needs To Be Done** – The employee selects the appropriate course of action from alternatives to:

- enforce compliance with trade laws;
- identify potential risks in cargo and refer them for further examination;
- examine cargo for restricted, undeclared, or undervalued merchandise;
- check all documents;
- seal containers; and
- release shipments for immediate transportation under bond.

**Difficulty and Originality Involved** – Exercises judgment in:

- reviewing various shipping documents and verifying quantity, condition, and identity of merchandise on invoices;
- examining freight, bulk hazardous materials, and diplomatic cargo or politically sensitive materials;
- inspecting imported household goods; and
- identifying smuggling methods and notifying supervisors to prevent smuggling or other illegitimate activities in other ports.

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**LEVEL 4-3: BORDER PATROL AGENT, 1896  
CUSTOMS PATROL AGENT, 1896**

**Nature of Assignment** – Work consists of enforcing complex and changing laws and regulations, court decisions, and other Federal, State, and local laws and regulations.

**What Needs To Be Done** – The employee chooses the appropriate course of action from alternatives, based on incomplete or conflicting intelligence to:

- determine:
  - type of illegal activity encountered;
  - method of operation of violators;
  - status of aliens for immediate or deferred action; and
  - information and evidence necessary to apprehend and interrogate;
- arrest and/or detain suspected smugglers; and
- protect individuals' civil rights.

**Difficulty and Originality Involved** – Exercises judgment based on considerations, such as:

- nature of the illegal activities encountered;
- difficulty in establishing facts (e.g., aliens using different names and addresses each time they are arrested);
- need for on-the-spot decisions in remote, hostile, and unusual situations based on available information;
- methods used by lawbreakers;
- need to protect suspects' civil rights;
- need to adapt established local and agency operating procedures in response to the requirements of the assignment; and
- new interpretations and different application of statutory authorities and court rulings altering established operating procedures or challenging the interpretation of statutory authorities conferred by Federal law.

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**LEVEL 4-4: INVESTIGATIVE ANALYST, 1805**

**Nature of Assignment** – Work consists of:

- collecting, organizing, and analyzing information related to complex investigative cases, involving:
  - financial crimes;
  - telecommunications fraud;
  - organized criminal elements;
  - drug cartels;
  - counterfeit U.S. currency and obligations; and/or
  - terrorist activities;
- using state-of-the-art software programs to collect, process, and evaluate complex and voluminous data; and
- identifying patterns of criminal activity to locate targets or prepare evidence for use in a court of law.

**What Needs To Be Done** – The employee selects the appropriate analytical methods and procedures to focus research on:

- reconstructing complicated events or financial evidence;
- developing case-specific subject profiles and link analyses in highly sophisticated criminal investigations; and
- preparing formal reports and findings for prosecuting cases.

**Difficulty and Originality Involved** – Exercises judgment in:

- conducting research of complex and varied subjects crossing several lines of inquiry;
- determining appropriate methods for analyzing voluminous information in multifaceted projects;
- applying changes in laws, regulations, and precedents to criminal research; and
- using discretion in handling cases involving media interest.

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**LEVEL 4-4: INVESTIGATOR, 1810**

**Nature of Assignment** – Work consists of investigations and financial examinations of employee benefit plans and service providers, characterized by:

- a complex set of financial systems and operations; and
- numerous functions and activities and/or complex interrelationships.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- review medical and financial records;
- interview knowledgeable parties; and
- consult with experts (e.g., physicians, pharmacists, accountants) to gain technical insight about transactions.

**Difficulty and Originality Involved** – Exercises judgment and discretion in:

- conducting investigations susceptible to Privacy Act violations;
- sorting through personal financial or medical information to prepare findings for investigation reports; and
- handling controversial or politically sensitive cases.

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**LEVEL 4-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)**

**Nature of Assignment** – The work consists of developing, planning, and conducting multi-judicial district investigations, including money laundering, counterfeiting currency and securities, and financial fraud investigations, using a range of criminal investigative techniques, such as:

- physical surveillance;
- electronic surveillance;
- electronic and/or oral intercepts;
- undercover operations and purchases; and
- evaluating and disseminating intelligence gained during searches, seizures, interrogations, and arrests.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- ensure proper custody and handling of evidence;
- exploit prominent defendants; and
- coordinate and handle jurisdictional issues pertaining to the timing and feasibility of major joint investigations including:
  - prolonged multi-jurisdictional surveillance;
  - purchasing evidence;
  - conducting coordinated searches;
  - planning seizures and arrests while protecting the ongoing investigation; and
  - identifying when the investigation requires expansion and/or culmination.

**Difficulty and Originality Involved** – Exercises judgment in determining conflicting facts or evidence when subjects:

- do not cooperate;
- have covert or subtle resistance;
- have explanations which are difficult to refute; and
- use obstructive tactics to obscure relevant facts.

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**LEVEL 4-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)**

**Nature of Assignment** – Work consists of conducting a site advance for:

- medium profile protectees with a low risk profile;
- high profile countries considered a low risk;
- evaluating proposed sites and facilities; and
- identifying environmental factors and physical conditions posing direct or indirect potential hazards to protectees.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- make decisions on use of manpower and technical devices;
- select and supervise the installation of mechanical and electronic detection devices at or near security sites for inspecting suspicious objects;
- direct the establishment of controls, guard stations, check points, and other facilities necessary to ensure the safety of protectees;
- gather and assess information for the proper course of action to prevent harm to protectees; and
- develop multiple movement procedures and routes to avoid establishing predictable patterns.

**Difficulty and Originality Involved** – Exercises judgment in:

- coordinating with local law enforcement agencies and addressing protocol issues;
- addressing situations in open spaces (e.g., a large arrival ceremony);
- preparing and directing alternate security plans for various locations where protectees must be moved;
- preparing and executing contingency plans in response to reasonably anticipated security threats; and
- maintaining an effective liaison with Federal, State, and local intelligence agencies to update security and movement plans.

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**LEVEL 4-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)**

**Nature of Assignment** – Work consists of conducting a multi-agency investigation to:

- trace criminal proceeds from drug smuggling through money laundering schemes; and
- investigate proceeds invested in business assets (e.g., automobile dealerships, restaurants, residential housing, construction projects).

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- conduct financial investigations to link assets to criminal activities;
- obtain subpoenas for tax, business, and bank loan records to trace money; and
- determine if money laundering was through the operating accounts of businesses.

**Difficulty and Originality Involved** – Exercises judgment in:

- conducting surveillance on business principals;
- researching databases and public records;
- identifying additional assets of subjects;
- debriefing and developing informants who provide intelligence on the activities of subjects (e.g., how subjects attempt to hide assets); and
- coordinating the tactical operations of seize and arrest teams comprised of different Federal, State, and local law enforcement agencies at multiple locations, to seize multiple properties simultaneously.

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**LEVEL 4-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #4)**

**Nature of Assignment** – Work consists of:

- conducting investigations to locate and apprehend Federal, State, and local fugitives and their criminal assets; and
- developing facts and evidence by utilizing a range of investigative techniques, including interviewing and examining physical, documentary, and other types of evidence provided by informants (e.g., business records, public documents, utility records).

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- gather information and intelligence from a variety of sources;
- analyze available facts, evidence, and intelligence; and
- determine the need for additional investigation or further fact-finding.

**Difficulty and Originality Involved** – Exercises judgment to plan and conduct investigations when:

- there is difficulty in establishing the interrelationships of facts and evidence;
- evidence is fragmentary or cold;
- witnesses are reluctant;
- developing cooperating confidential sources to further investigations; and
- suspects or fugitives are often subjects of major local and regional news media.

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**LEVEL 4-4: WILDLIFE INSPECTOR, 1813**

**Nature of Assignment** – Work consists of conducting physical inspections to:

- identify species of wildlife; and
- detect smuggling of wildlife or wildlife products, ranging from minute shell products or tiny reptilian skin strips on wallets to several square meters of whale baleen.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- place seized live wildlife on the basis of species, quantity, available housing, and veterinary care;
- consider species rarity, potential hazard, scientific or educational use, and commercial applicability to determine lawful disposition of seized wildlife;
- exercise discretion when authorizing veterinary care or autopsy; and
- provide for care or boarding based on knowledge of animals' needs.

**Difficulty and Originality Involved** – Exercises judgment in identifying:

- deception by importers;
- false records;
- the perishability of evidence;
- evidence volume;
- high quality and sophisticated fake and man-made products; and
- findings through laboratory analysis and testing.

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**LEVEL 4-4: MINE SAFETY AND HEALTH INSPECTOR, 1822 (ILLUSTRATION #1)**

**Nature of Assignment** – Work consists of:

- independently conducting safety and health inspections of a wide variety of underground and surface mining and milling operations; and
- examining a broad spectrum of safety and health problems and issues generally known in the mining industry, but representing continually changing conditions (e.g., opening, relocating, or closing mining operations; new or antiquated equipment; new processing methods).

**What Needs To Be Done** – The employee selects the appropriate inspection method from alternatives, and resolves conflicting data to:

- conduct complete safety and health inspections;
- measure the presence and concentration of gas, dust, toxic chemicals, and other hazards, such as electrical, roof and support, and ventilation hazards;
- investigate accidents to determine if Federal laws and regulations were violated;
- suggest methods for correcting violations; and
- prepare written reports of inspections and investigations, including citations and Orders of Withdrawal, or orders to suspend operations.

**Difficulty and Originality Involved** – Exercises judgment in:

- inspecting a variety of mining operations of large corporate mines with several locations and affiliated processing plants;
- considering findings of violations and Orders of Withdrawal which could affect production and have an economic impact on operators; and
- resolving problems independently using experience and sound judgment, except those requiring in-depth technical analysis by specialists or engineers.

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**LEVEL 4-4: MINE SAFETY AND HEALTH INSPECTOR, 1822 (ILLUSTRATION #2)**

**Nature of Assignment** – Work consists of:

- conducting on-site evaluations of mine safety and health programs to assess requirements for developing training programs for specific situations;
- preparing reports on safety problems resulting in injuries and mining hazards; and
- conducting research including statistical analysis, identifying and detailing specific mining situations.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- conduct studies on mine mishaps due to safety or health issues;
- review companies' safety and health programs or critical incidence data, and analyze incident reports;
- determine the underlying factors and recommend training and safety procedures to prevent or minimize miner injuries or exposure;
- review training plans developed by mine management; and
- compile inspection and investigation reports, and prepare reports on special initiatives or hazard alerts, such as lost work time or mine injuries.

**Difficulty and Originality Involved** – Exercises judgment in considering factors, such as:

- size and location of mines;
- history of problems, such as excess methane gas or roof control;
- relationship between lack of or ineffective safety and health programs and accidents;
- number of citations issued by inspectors; and
- trends identified by inspectors.

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**LEVEL 4-4: WAGE AND HOUR INVESTIGATOR, 1849**

**Nature of Assignment** – Work consists of:

- performing the complete cycle of fact-finding, problem definition, and identification pertaining to the case or cases assigned;
- developing legally supportable conclusions from a variety of law, policy, and regulation resources; and
- taking appropriate actions to resolve cases or achieve objectives.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- plan investigations or inquiries so essential facts and issues are adequately covered and relevant facts are sorted from opinions, perceptions, and conditions; and
- identify and solve problems requiring the modification of typical approaches.

**Difficulty and Originality Involved** – Exercises judgment in:

- making decisions at each stage of investigations;
- defining problems in terms of labor laws, policies, or regulations;
- interpreting and analyzing a considerable amount of case-related data; and
- weighing facts or evidence to arrive at coverage or exemption determinations and appropriate resolution.

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**LEVEL 4-4: AGRICULTURE COMPLIANCE EXAMINER, 1850**

**Nature of Assignment** – Work consists of conducting a full range of examinations, including those initiated because of alleged violations involving:

- large-scale fraudulent manipulation of warehouse receipts;
- conversion or loss of significant quantities of government-owned commodities; or
- substantial losses due to fires, floods, storms, or other causes.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- conduct exceptionally large or critical examinations;
- determine accuracy and credibility of data from interviews and financial records;
- adapt techniques and methods to overcome obstacles; and
- develop, explore, and identify possible violations.

**Difficulty and Originality Involved** – Exercises judgment in:

- conducting examinations of large-scale warehouses owned by major corporations dealing in agricultural commodities;
- verifying information regarding financial operations and the existence and value of assets;
- identifying situations of willful noncompliance or fraud; and
- preparing findings used to suspend or revoke licenses or contracts; or in prosecution actions.

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**LEVEL 4-4: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES INSPECTOR, 1854**

**Nature of Assignment** – Work consists of performing varied duties and unrelated processes associated with the inspection program. Inspections typically:

- focus on the practices and operations of the alcohol, tobacco, firearms, and explosives industries; and
- involve inspection-related investigations pertaining to illegal activities.

**What Needs To Be Done** – The employee selects the appropriate inspection method from alternatives, and resolves conflicting data to:

- determine accuracy and credibility of data from interviews and a variety of records; and
- adapt techniques and methods to overcome obstacles and develop, explore, and identify possible violations.

**Difficulty and Originality Involved** – Exercises judgment in:

- reconstructing incomplete, missing, destroyed, or falsified records;
- linking information to identify trends in the alcohol, tobacco, firearms, and explosives industries;
- tracking incomplete information to determine hidden ownership;
- applying changing regulatory guidelines to operating environments;
- identifying willful regulatory violations; and
- preparing findings for use in prosecution actions.

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**LEVEL 4-4: EQUAL OPPORTUNITY INVESTIGATOR, 1860**

**Nature of Assignment** – Work consists of conducting investigations involving:

- large amounts of information or records;
- several types of information (e.g., witness testimony, agency files, personnel records, employment and hiring policies, historical statistics, labor market census data, commuting patterns, and financial records);
- facts disputed by complainants, respondents, or witnesses;
- information reconstructed from statements of witnesses and/or records;
- vague complaints which must be defined; and
- parties who are reluctant to cooperate.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- develop investigative plans to uncover essential facts and issues;
- modify techniques or approaches to specific conditions; and
- sort relevant facts from conflicting information and opinions to clarify facts and issues.

**Difficulty and Originality Involved** – Exercises judgment in:

- identifying issues;
- defining problems in realistic terms compatible with governing laws;
- weighing facts or evidence to attain the right cause and effect relationships, sound conclusions, and appropriate actions; and
- preparing case files for administrative or judicial proceedings.

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**LEVEL 4-4: IMPORT SPECIALIST, 1889**

**Nature of Assignment** – Work consists of developing authoritative and comprehensive recommendations on:

- classification and value of novel imports or trade practices reported by import specialists throughout the country;
- the accuracy and administrative effects of Tariff Schedules; and
- systems and methods for administering special trade programs for particular commodities and product lines.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- establish criteria covering operational matters, such as the intensity of review given to various kinds of imports; and
- determine the approach in interpreting administrative and legal guidelines regarding particular imported products.

**Difficulty and Originality Involved** – Exercises judgment in:

- developing new information by coordinating the fact-finding of other geographically dispersed import specialists;
- developing new lines of reasoning to support tariff classification of novel imports; and
- making decisions complicated by:
  - the need for expeditious but accurate administrative action on formal entries;
  - rigorous classification and value issues national in scope and significance; and
  - technological and economic developments which have altered the kinds of products imported, or the manner imported articles are produced, used, or traded.

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**LEVEL 4-4: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #1)**

**Nature of Assignment** – Work consists of:

- applying precedent court decisions and procedures;
- interrogating suspects;
- taking sworn testimony; and
- making determinations for immediate or deferred action as situations indicate.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- investigate complex cases concerning bad faith applicants;
- construct required elements of cases from disparate bits of information collected, such as verbal statements or material gleaned from documentation or belongings;
- complete casework and reports; and
- apply sanctions to violators, such as removal, seizure, fines, or prosecution.

**Difficulty and Originality Involved** – Exercises judgment in:

- discerning fraudulent entry from well-meaning travelers using all evidence developed, including information from automated databases; and
- conducting complex investigations resulting from:
  - regulatory and legal gray areas; and
  - authority to process expedited removal and detention for prosecution.

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**LEVEL 4-4: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #2)**

**Nature of Assignment** – Work consists of:

- performing analysis from various sources on new smuggling techniques;
- reviewing enforcement reports and extracting pertinent data to develop information on emerging trends; and
- determining if information is credible and significant enough to notify other ports of entry.

**What Needs To Be Done** – The employee selects the appropriate inspection method from alternatives, and resolves conflicting data to:

- send out enforcement alerts to notify other ports and networks with other agencies on similar trends and information;
- exchange intelligence data with local and Federal law enforcement agencies; and
- maintain a database of intelligence information.

**Difficulty and Originality Involved** – Exercises judgment in making decisions based upon analysis of intelligence information, and determining who else needs to know and how much intelligence information to pass on.

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**LEVEL 4-4: CUSTOMS PATROL AGENT, 1896**

**Nature of Assignment** – Work consists of:

- planning, organizing, and directing operations from intelligence received from various sources;
- directing patrols in the field and shifting tracking operations;
- coordinating with other law enforcement agencies and requesting air support; and
- using communication platforms such as encrypted radios, to relay current situations.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- gather incomplete and inconclusive data to support proof of criminal misconduct; and
- evaluate intelligence received of criminal activities, fraud, and smuggling.

**Difficulty and Originality Involved** – Exercises judgment to:

- develop operational plans targeting smuggling activities from intelligence reports, and activities from prior shifts, local informants, and/or law enforcement agencies;
- shift operations and reallocate manpower and resources based on analysis;
- use and control informants; and
- conduct subtle and probing interrogations.

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**LEVEL 4-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)**

**Nature of Assignment** – Work consists of investigating large-scale, multi-level criminal operations in which:

- subjects cannot be clearly identified with the operation;
- subjects use a complex framework of legal operations to hide illegal operations;
- subjects may be prominent in the local area, which may intimidate potential witnesses; and
- premature media coverage of the subjects' alleged involvement could:
  - damage criminal cases;
  - constrain administrative options;
  - appear to libel subjects; and/or
  - embarrass agencies.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- use the full range of investigative techniques, such as surveillance, undercover work, monitoring, and other techniques;
- conduct extensive review and analysis of records obtained by subpoenas to establish evidence of involvement; and
- coordinate with local, State, and other Federal law enforcement agencies.

**Difficulty and Originality Involved** – Exercises judgment in:

- corroborating circumstantial evidence to link subjects with crimes;
- conducting investigations which proliferate into other cases; and
- establishing criminal involvement and evidence to indict all the offenders, or prove violations of several laws.

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**LEVEL 4-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)**

**Nature of Assignment** – Work consists of conducting terrorism investigations involving organizations with complex characteristics, such as:

- national or international structures with various operating levels;
- operational identities for members which are different from their true identities; and
- hostile, well-organized structures utilizing extremely sophisticated operating methods.

**What Needs To Be Done** – The employee selects the appropriate method, and resolves conflicting data to:

- determine the extent of espionage conducted by members of organizations and to gain critical information about the perpetrators' foreign-based contacts and those in the United States;
- develop leads which may cross into lawful businesses, and cast suspicions over seemingly respected and legitimate political and business leaders; and
- plan and coordinate investigations crossing several states which result in large-scale or simultaneous raids.

**Difficulty and Originality Involved** – Exercises judgment in conducting wide-range and complex investigations involving:

- a variety of overt felony criminal violations, such as firearms, ammunition, explosives, and smuggling of aliens, uranium, nuclear materials and biohazards;
- sensitive national security matters which could significantly impact foreign policy and national security; and/or
- domestic terrorist groups, composed of aliens and naturalized U.S. citizens, and possessing:
  - sophisticated and extensive networks;
  - the ability to use conventional technology in unconventional ways to target civilians, State monuments, and national symbols; and
  - strong fundamentalist beliefs to give momentum in achieving their goals.

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**LEVEL 4-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)**

**Nature of Assignment** – Work involves:

- planning and conducting sensitive and complex investigations of State-sponsored counterintelligence and operations taking place worldwide, crossing multiple jurisdictions, and changing without notice; and
- developing covert surveillances.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- plan multiple phases of operations and develop new leads;
- conduct interviews with informants, hostile witnesses, and suspects;
- obtain information and material to substantiate cases through technology;
- coordinate investigations with agency headquarters' officials and State and other law enforcement and security agencies when crimes cross multiple jurisdictions; and
- prepare extensive documents for court proceedings and provide expert testimony.

**Difficulty and Originality Involved** – Exercises judgment in:

- developing and adapting methods of operation when circumstances change due to unique situations and personalities involved;
- researching and analyzing sensitive materials to determine the magnitude of counterintelligence operations;
- making immediate operational decisions altering priorities, realigning resources, and changing the course of action; and
- maintaining control of the dissemination of State secrets, politically sensitive materials, and identification of assets.

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**LEVEL 4-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #4)**

**Nature of Assignment** – Work consists of serving as the lead advance agent responsible for:

- serving as the lead coordinator for high-level protectees (e.g., President, Vice President, high-profile or high-risk foreign leaders, or heads of Government);
- setting up and establishing secure environments for domestic and international travel; and/or
- overseeing major events with visible participants.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- represent agencies in meetings with representatives of other countries regarding protective missions;
- select motorcade routes; deploy local, State, or foreign law enforcement entities; and decide on secure routes, perimeters, and contingency plans;
- plan for the use of technical devices and equipment, and be responsible for personnel planning and staffing; and
- ensure proper weapons and radio frequency authorizations are secured in all host countries.

**Difficulty and Originality Involved** – Exercises judgment in:

- establishing a secure environment for protectees or events with minimum impact on events or the public;
- convincing local, State, and foreign law enforcement and Government officials to cooperate;
- directing all advance surveys, including establishing medical and emergency evacuation plans;
- conducting routine vulnerability and physical surveys, and defining threat areas; and
- rehearsing contingency plans for emergencies and national emergencies throughout the countries visited.

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**LEVEL 4-5: MINE SAFETY AND HEALTH INSPECTOR, 1822**

**Nature of Assignment** – Work consists of:

- conducting exceedingly complex on-site inspections and investigations of serious mining accidents;
- preparing reports of findings identifying safety problems and violations; and
- reviewing mine operating plans and assessing or adjusting penalties to mine operators for violating safety and health regulations.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- conduct on-site inspections and investigations of mine conditions;
- coordinate actions with other agencies, technical specialists, or engineers;
- review roof and ventilation plans;
- measure the presence of gas, dust, toxins, or other ventilation, roof, or support hazards;
- review companies' safety and health programs or critical incidence data;
- analyze incident reports;
- debrief or interview miners and potential witnesses to determine sequence of events;
- determine underlying factors or failures; and
- identify whether Federal laws and regulations were violated.

**Difficulty and Originality Involved** – Exercises judgment in considering such factors as:

- injuries or loss of life sustained within the mining workforce;
- the nature and location of mine accidents;
- the history of physical problems in mines and prospects for future hazards; and
- whether findings of violations or Orders of Withdrawal could cease or otherwise affect production.

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**LEVEL 4-5: WAGE AND HOUR INVESTIGATOR, 1849**

**Nature of Assignment** – Plans, coordinates, and conducts investigations of large national or international organizations involving:

- a variety of operations (e.g., shipping, marketing, sales, production) within a multi-regional organization; and
- innovative fact-finding and investigative techniques to gather a variety of evidence.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- determine the laws and precedents under which to proceed;
- analyze statistical information required to advance the theory of cases (e.g., determining relevant labor markets and recruitment areas); and
- coordinate the testimony and evidence of geographically dispersed employees.

**Difficulty and Originality Involved** – Exercises judgment in investigating cases characterized by:

- voluminous information obtained by other district or regional offices;
- different applicable wage and hour laws and regulations in offices throughout companies;
- evidence difficult to obtain because companies are stalling or protesting; and
- issues strongly contested by large and politically powerful organizations.

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**LEVEL 4-5: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES INSPECTOR, 1854**

**Nature of Assignment** – Work consists of conducting exceedingly complex inspections presenting unique situations and a variety of complicating factors.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- plan and coordinate inspections, and working with other inspectors or agency personnel;
- determine the accuracy and credibility of data from interviews and a variety of records;
- adapt techniques and methods to overcome obstacles; and
- develop, explore, and identify possible violations.

**Difficulty and Originality Involved** – Exercises judgment in:

- linking information to establish trends in the alcohol, tobacco, firearms, and explosives industries;
- addressing new patterns or approaches in emerging or innovative industry strategies for avoiding compliance;
- resolving highly complex or unusual problems which are precedent-setting or impact the policies or practices of agencies and industries;
- identifying situations of willful regulatory violations; and
- preparing findings for use in prosecution actions.

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**LEVEL 4-5: EQUAL OPPORTUNITY INVESTIGATOR, 1860**

**Nature of Assignment** – Work consists of conducting atypical investigations of highly sensitive cases with national impact and characteristics, such as:

- respondents are large national or international companies or unions;
- issues are factually contested and legally complex;
- issues are precedent-setting or impact many people;
- charges are covered by the media and receive critical attention; and
- respondents who are known from past experiences to be difficult or uncooperative.

**What Needs To Be Done** – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- determine the laws and precedents under which to proceed;
- prepare investigative plans to manage large, sensitive cases;
- analyze statistical information required to advance theories of cases (e.g., who to include in the labor market and recruitment area); and
- coordinate testimony and evidence from geographically dispersed employees.

**Difficulty and Originality Involved** – Exercises judgment in investigating cases involving:

- national impact;
- precedent-setting human resources policies and practices of major private sector employers or Federal executive branch departments;
- circumstantial or conflicting evidence; or
- violations (e.g., lack of good faith) for which proof is difficult to establish.

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## FACTOR 5 ILLUSTRATIONS

### LEVEL 5-2: CRIMINAL INVESTIGATOR, 1811

**Scope of the Work** – Work involves performing clearly defined assignments, such as:

- researching records;
- compiling information for further analysis;
- conducting fact-finding as part of investigations of a routine nature;
- preparing reports; or
- providing coverage of fixed posts of duty to protect designated officials.

**Effect of the Work** – Work affects the accuracy and reliability of facts and evidence presented to higher level employees.

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### LEVEL 5-2: MINE SAFETY AND HEALTH INSPECTOR, 1822

**Scope of the Work** – Work involves assisting in:

- conducting specific aspects of inspections;
- interviewing operators and miners; and
- collecting and recording information from observations and records.

**Effect of the Work** – Work affects further investigation and decisions or actions of higher-graded inspectors and supports the findings or results of the overall inspection.

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### LEVEL 5-2: WAGE AND HOUR INVESTIGATOR, 1849

**Scope of the Work** – Work involves performing clearly defined assignments, such as:

- applying precedents or specific rules to collect information from complainants and witnesses;
- reviewing facts related to alleged pay violations;
- conducting inquiries;
- analyzing individual complaints; and
- making recommendations to resolve problems or complaints.

**Effect of the Work** – Work affects the accuracy, completeness, and/or timeliness of work performed by higher-level employees.

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### LEVEL 5-2: AGRICULTURAL COMPLIANCE EXAMINER, 1850

**Scope of the Work** – Work involves:

- performing clearly defined inspections and audits involving small businesses;
- interviewing warehousemen and their employees; and
- collecting and recording information from business records.

**Effect of the Work** – Work affects the accuracy, completeness, and/or timeliness of work performed by higher-level employees.

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**LEVEL 5-2: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES INSPECTOR, 1854**

**Scope of the Work** – Work involves performing well-defined tasks as part of reviewing records and inspecting facilities which manufacture, import/export, distribute, use, and/or sell alcohol, tobacco, firearms, and explosives.

- **Effect of the Work** – Work affects the accomplishment of a field office's scheduled activities.

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**LEVEL 5-2: EQUAL OPPORTUNITY INVESTIGATOR, 1860**

**Scope of the Work** – Work involves performing clearly defined assignments, such as:

- applying clear precedents or specific rules to collect information from complainants and witnesses;
- reviewing facts related to allegations of discrimination; and
- conducting inquiries.

**Effect of the Work** – Work affects the accuracy, completeness, and/or timeliness of work performed by higher-level employees.

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**LEVEL 5-2: IMPORT SPECIALIST, 1889**

**Scope of the Work** – Work primarily involves the application of specific and established rules, regulations, and procedures in performing developmental assignments, such as:

- preliminary screenings;
- information gathering; and
- statistical verification and reporting of analyses and decisions on entries made by employees.

**Effect of the Work** – Work affects the accuracy and timeliness of phases of the duty assessment process, such as:

- the classification, appraisalment, and liquidation of formally entered imports; and
- related processes, such as analysis and issuance of trade statistics by the Bureau of the Census.

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**LEVEL 5-2: CUSTOMS AND BORDER PROTECTION OFFICER, 1895**

**Scope of the Work** – Work involves performing clearly defined assignments, such as:

- enforcing the Immigration and Naturalization Act and related laws in limited situations; and
- gaining experience in the inspection process.

**Effect of the Work** – Work affects the:

- accuracy and speed of the examination of travelers and cargo;
- accuracy, completeness, and/or timeliness of work performed by higher-level employees; and
- satisfaction of the public, travelers passing through ports, and importers/exporters.

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**LEVEL 5-2: CUSTOMS PATROL AGENT, 1896**

**Scope of the Work** – Work involves performing clearly defined assignments, such as:

- enforcing Federal, State, and local laws, and related statutes in limited situations; and
- gaining field experiences in areas such as tracking and sign cutting.

**Effect of the Work** – Work affects:

- the prevention of smuggling by interdicting contraband and suspects, including illegal aliens, narcotics, weapons, and explosives from entering the United States illegally;
- the accuracy, completeness, and/or timeliness of work performed by higher-level employees;
- the apprehension of smugglers; and
- crime detection in assigned areas.

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**LEVEL 5-2: BORDER PATROL AGENT, 1896**

**Scope of the Work** – Work involves performing clearly defined assignments, such as:

- enforcing the Immigration and Naturalization Act, and other related Federal, State, and local statutes in limited situations; and
- gaining experience in the agency's programs, policies, and procedures.

**Effect of the Work** – Work affects:

- static positions, city patrols, and traffic check points;
- apprehending illegal aliens;
- preventing unauthorized persons entering the United States;
- the accuracy, completeness, and/or timeliness of work performed by higher-level employees; and
- crime detection and prevention in assigned areas.

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**LEVEL 5-3: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)**

**Scope of the Work** – Work involves:

- covering designated protective security posts at official or social functions;
- participating in advanced security surveys in the United States and overseas; and
- serving as a liaison with law enforcement officers and employees at various protective sites (e.g., hotels, airports, convention centers).

**Effect of the Work** – Work affects:

- access of individuals to protected areas;
- ability to gather intelligence information on individuals and suspects; and
- cooperation and assistance of local authorities in planning and implementing security for protective sites.

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**LEVEL 5-3: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)**

**Scope of the Work** – Work involves investigating information received from merchants, financial institutions, and local police departments concerning the passing or seizure of counterfeit U.S. currency, and includes activities, such as:

- examining suspected counterfeit U.S. currency to determine its authenticity or lack thereof and method of manufacture;
- interviewing witnesses and suspects in custody;
- reporting on results of investigations to supervisors and prosecutors for appropriate action; and
- testifying as expert witnesses in State and Federal courts whether the currency is genuine or counterfeit.

**Effect of the Work** – Work affects efforts to identify and suppress small and medium-sized counterfeit currency plants and distribution networks.

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**LEVEL 5-3: WILDLIFE INSPECTOR, 1813**

**Scope of the Work** – Work involves serving as the on-site technical and operational authority for inspections to enforce wildlife laws at ports of entry.

**Effect of the Work** – Work affects the:

- admissibility of wildlife and wildlife products brought into the United States for commercial purposes or by private citizens;
- safety and health of native wildlife populations;
- present and future abilities of wildlife resources to withstand commercial exploitation and recreation; and
- ability of the agency to work with and for the public interest.

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**LEVEL 5-3: FISHERY PATROL INSPECTOR, 1813**

**Scope of the Work** – Work involves patrolling docks and processing plants and inspecting commercial fishing activities to:

- provide visible front-line, physical enforcement; and
- detect activities in violation of laws and regulations.

**Effect of the Work** – Work directly affects the:

- level of compliance achieved with the laws and regulations under the inspector's jurisdiction;
- protection and management of fish and wildlife resources;
- Federal, State, and local conservation efforts; and
- the nation's fishing industry.

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**LEVEL 5-3: MINE SAFETY AND HEALTH INSPECTOR, 1822**

**Scope of the Work** – Work involves:

- inspecting mines and mills for safety and health hazards;
- advising operators on Federal safety and health laws and regulations; and
- reviewing roof control, ventilation, and training plans for compliance.

**Effect of the Work** – Work affects:

- the safety and health hazards at mines and mills; and
- the well-being of mine workers in mills, coal, metal, nonmetal, surface, and/or underground mines.

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**LEVEL 5-3: MINE SAFETY AND HEALTH SPECIALIST, 1822**

**Scope of the Work** – Work involves:

- evaluating mine operators' proposed plans for ensuring safety in areas, such as roof control and equipment before implemented;
- advising operators on how to develop and maintain systems to ensure safe operations; and
- assisting mine operators on new or unique situations requiring in-depth research.

**Effect of the Work** – Work affects:

- safety programs and systems adopted by operators before starting or continuing to operate mines; and
- production and work habits of miners.

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**LEVEL 5-3: WAGE AND HOUR INVESTIGATOR, 1849**

**Scope of the Work** – Work involves:

- investigating employers for violations of wage and hour laws and regulations;
- fact-finding and presenting records and evidence to support findings; and
- negotiating for corrective actions and future compliance.

**Effect of the Work** – Work affects the resolution of individual cases involving specific employment practices of individual firms. The impact of the decision seldom extends beyond a single employer.

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**LEVEL 5-3: AGRICULTURAL COMPLIANCE EXAMINER, 1850**

**Scope of the Work** – Work involves interviewing warehouse owners, employees, businesspeople, and customers doing business with warehouses.

**Effect of the Work** – Work affects:

- warehouses' eligibility and suitability for licensing;
- licensees' abilities to meet storage obligations; and
- timely identification of poor storage conditions.

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**LEVEL 5-3: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES INSPECTOR, 1854**

**Scope of the Work** – Work involves:

- conventional inspecting and auditing of regulated industries for compliance with a wide range of laws and regulations and established practices and procedures pertaining to alcohol, tobacco, firearms, and explosives;
- interviewing officials, employees, representatives, or third parties involved in regulated industries; and
- analyzing business and operating records.

**Effect of the Work** – Work ensures:

- persons conducting business in the regulated industries meet Federal requirements;
- the effective collection of Federal alcohol, tobacco, and firearms excise taxes;
- product integrity in alcohol beverage markets; and
- compliance with Federal firearms and explosives laws and regulations, including those relating to public safety.

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**LEVEL 5-3: EQUAL OPPORTUNITY INVESTIGATOR, 1860**

**Scope of the Work** – Work involves:

- investigating allegations of employment discrimination;
- negotiating settlements when appropriate; and
- investigating questionable management practices or abuses which do not violate Federal civil rights laws, but require corrective action.

**Effect of the Work** – Work affects individual charging parties and complainants, respondents, and interested parties. The results of resolutions affect respondents' employment policies and practices and the rights of individuals.

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**LEVEL 5-3: IMPORT SPECIALIST, 1889**

**Scope of the Work** – Work involves resolving a variety of conventional problems, questions, or situations which arise in classifying, appraising, and making other import-related decisions on entries for commodities routinely imported through assigned ports.

**Effect of the Work** – Work affects local administration of the duty assessment system and of any special import-related programs in effect, such as:

- absolute or tariff-rate quotas;
- Orderly Marketing Agreements and the Generalized System of Preferences (GSP); or
- licensing and monitoring imported products pertaining to the commodities assigned.

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**LEVEL 5-3: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #1)**

**Scope of the Work** – Work involves enforcing applicable Federal laws and related statutes for expediting the legal entry of persons into the United States and intercepting those attempting to enter illegally.

**Effect of the Work** – Work directly affects the entry, exit, or residence of the traveling public. Work deters the smuggling of aliens, and the apprehension, prosecution, and removal of criminals, suspected terrorists, and illegal aliens.

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**LEVEL 5-3: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #2)**

**Scope of the Work** – Work involves performing examination duties to provide visible front-line enforcement of Federal laws, detect illegal activities, and protect the nation’s borders from terrorist activities.

**Effect of the Work** – Work affects the activities of import/export businesses throughout the area serviced by ports and facilities. Work affects:

- revenues collected for goods entering and leaving the United States;
- prohibited articles or contraband; and
- the interests of local, national, and international businesses.

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**LEVEL 5-3: CUSTOMS PATROL AGENT, 1896**

**Scope of the Work** – Work involves:

- intercepting illegal merchandise;
- deterring or apprehending smugglers of narcotics, weapons, explosives, and other illegal or prohibited substances; and
- tracking, sign cutting, and gathering intelligence information to detect and prevent crime along boundaries of the United States, both at and between ports of entry.

**Effect of the Work** – Work affects:

- illegal movement of narcotics, weapons, explosives, and other controlled substances;
- smuggling activities;
- welfare of wildlife and endangered species;
- other law enforcement agencies to whom employees provide backup; and
- ability of the U.S. Attorney's Office to prosecute smugglers of narcotics, weapons, explosives, and other illegal or prohibited substances.

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**LEVEL 5-3: BORDER PATROL AGENT, 1896**

**Scope of the Work** – Work involves enforcing the Immigration and Naturalization Act and related statutes in performing duties, such as:

- preventing unauthorized persons from entering the United States;
- detecting and deterring the smuggling of aliens, narcotics, controlled substances, and contraband; and
- apprehending and removing undocumented and/or criminal aliens.

**Effect of the Work** – Work affects the law enforcement efforts of the Department of Homeland Security and other agencies whose employees:

- have cross-designated enforcement authority;
- provide backup to other law enforcement agencies; and
- assist the Assistant U.S. Attorney in prosecuting criminal aliens and smugglers.

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**LEVEL 5-4: INVESTIGATIVE ANALYST, 1805**

**Scope of the Work** – Work involves:

- planning and performing independent research to reconstruct complicated events;
- developing case-specific subject profiles and link analyses for complex intelligence or criminal investigations;
- keeping abreast of innovations, trends, new search and retrieval techniques, and analytical software unique to the intelligence and investigation community; and
- coordinating with investigators in other agencies assigned to task forces.

**Effect of the Work** – Work affects the conduct and outcome of criminal investigations and enables criminal investigators to narrow investigative leads.

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**LEVEL 5-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)**

**Scope of the Work** – Work involves:

- developing initiatives using nontraditional methods to identify persons engaged in money laundering;
- developing sources in the real estate community who identify parcels of land purchased in a suspicious manner;
- uncovering the various layers concealing the true identity of the owner of the funds used to obtain real estate;
- obtaining grand jury subpoenas for builders and title companies;
- reviewing documents identifying secretarial services, mail drops, and sham corporations; and
- reviewing financial and corporation records and surveillance recordings from video cameras.

**Effect of the Work** – Work affects:

- a Federal task force of law enforcement agencies;
- surveillance methods used at mail drops, leading to the identification of individuals and businesses engaged in financial schemes, to defraud unwitting investors; and
- offshore bank accounts used to launder funds.

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**LEVEL 5-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)**

**Scope of the Work** – As lead agent for an international protective advance, work involves:

- coordinating the collection, evaluation, and analysis of extensive and often conflicting intelligence information gathered through a variety of sources (e.g., interviews, liaison with other agencies, reports from concerned citizens);
- meeting with security and diplomatic officials of foreign governments, as well as U.S. Embassy officials to coordinate operational requirements;
- previewing all sites and routes, and checking equipment;
- reviewing contingency and emergency plans;
- preparing work schedules;
- assigning post responsibilities and coordinating agents during protective movements;
- reviewing and evaluating incoming intelligence and determining the leads to be referred for investigation; and
- preparing comprehensive reports outlining security arrangements.

**Effect of the Work** – Work affects multiple Federal, State, and local law enforcement agencies, the military, and security officials of overseas governments to ensure cooperation and integration in implementing security plans for protective operations. The investigations of intelligence leads identify attempted attacks or bodily harm before they actually occur.

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**LEVEL 5-4: WILDLIFE INSPECTOR, 1813**

**Scope of the Work** – Work involves:

- enforcing the protection of wildlife utilizing advanced technical, identification, and operational expertise; and
- analyzing documents, trade histories, species identification, statutes, regulations, and policies to ensure compliance.

**Effect of the Work** – The inspections and investigations directly impact:

- civil prosecutions assessing significant penalties;
- inspection and enforcement procedural changes throughout the organization;
- procedural changes in other Federal agencies;
- techniques to identify newly protected wildlife or species new to commercialization;
- scientific sampling and testing techniques;
- increased conservation and enforcement efforts in foreign countries; and
- changes in international smuggling routes and techniques.

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**LEVEL 5-4: MINE SAFETY AND HEALTH INSPECTOR, 1822 (ILLUSTRATION #1)**

**Scope of the Work** – Work involves:

- inspecting and investigating mines, quarries, and plants, particularly those with safety and health issues; and
- issuing Orders of Withdrawal on serious safety and health violations to halt operations being challenged.

**Effect of the Work** – Work affects:

- mining systems, methods, and processes used by operators;
- significant monetary fines levied on mine operators for health and safety violations;
- economic stability and employment in remote areas when mining operations have been halted for safety or health violations; and
- policies, guidelines, and precedents.

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**LEVEL 5-4: MINE SAFETY AND HEALTH INSPECTOR, 1822 (ILLUSTRATION #2)**

**Scope of the Work** – Work involves investigating:

- willful violations of safety or health, such as open holes and lack of secondary escape routes;
- accidents and deaths occurring in and around mines or processing plants; and
- deliberate changes affecting hoist and welding designs, mobile cranes, and safety devices affecting the rated capacity and safety standards.

**Effect of the Work** – Work affects:

- mining production or capacity when stop-work orders are issued for health and safety violations;
- the safety and health hazards employees are exposed to; and
- mining industry programs and procedures, as well as the agency's policies and guidelines.

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**LEVEL 5-4: MINE SAFETY AND HEALTH SPECIALIST, 1822**

**Scope of the Work** – Work involves administrative review and adjusting contested penalties for assessment by operators charged with violating coal, metal, and/or nonmetal mine safety and health regulations; and hearing or reviewing new evidence and arguments on issues, such as:

- nature of violations;
- good faith of operator;
- extenuating circumstances;
- the gravity of offenses; and
- the effect of penalties on the operator’s ability to conduct business.

**Effect of the Work** – Work affects:

- negotiations with mine owners and operators to abate violations and correct unhealthy or unsafe conditions under threat of financial penalties;
- advice given to members of the mining industry on interpretation and application of standards and regulations, and ways of achieving compliance; and
- decisions on penalties involving contested formula assessments binding on the agency and operator unless contested before the Federal Mine Safety and Health Review Commission.

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**LEVEL 5-4: WAGE AND HOUR INVESTIGATOR, 1849**

**Scope of the Work** – Work involves investigating complaints of major violations and non-compliance with Federal wage and hour and labor laws in:

- major regional industrial, commercial, agricultural, and other business establishments; and
- large public institutions.

**Effect of the Work** – Work affects:

- employment and pay practices of establishments under review;
- employment and pay practices of similar firms or industries;
- potential financial compensation to employees, such as back wage payments and future wage increases; and
- sanctions, including civil monetary penalties, debarments, and injunctions.

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**LEVEL 5-4: ALCOHOL, TOBACCO, FIREARMS, AND EXPLOSIVES INSPECTOR, 1854**

**Scope of the Work** – Work involves:

- conducting complex inspections, audits, and related investigations throughout the alcohol, tobacco, firearms, and explosives industries within geographical areas; and
- analyzing complex and unusual conditions, problems, and questions identified during on-site reviews.

**Effect of the Work** – Work affects:

- the collection of all alcohol, tobacco, and firearms tax revenues;
- the suppression of diversion, commercial bribery, consumer deception, and other prohibited practices in the alcoholic beverage industry;
- reduction of criminal misuse and illegal trafficking of firearms and explosives; and
- public safety by removing safety hazards caused by improper and unsafe storage of explosive materials and contaminated alcoholic beverages.

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**LEVEL 5-4: EQUAL OPPORTUNITY INVESTIGATOR, 1860**

**Scope of the Work** – Work involves investigating difficult and uncompromising employment practices of large multi-jurisdictional, regional, or national employers, unions, or other institutions.

**Effect of the Work** – Work affects:

- complainants involved in large or class action discrimination complaints;
- employers involved in substantial financial settlements;
- the economic welfare of a large group or whole class of employees; and
- employees who may benefit from improved opportunities.

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**LEVEL 5-4: IMPORT SPECIALIST, 1889**

**Scope of the Work** – Work involves analyzing a variety of unusual conditions or questions, such as classifying, appraising, and making related decisions on importations new to ports, or vary in terms of origin, physical characteristics, uses, or trade practices.

**Effect of the Work** – Work affects:

- commercial profits or anticipated profits on new ventures; and
- major decisions and activities of businesses ranging from individual entrepreneurs to multi-national corporations importing or planning to import locally.

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**LEVEL 5-4: CUSTOMS AND BORDER PROTECTION OFFICER, 1895**

**Scope of the Work** – Work involves:

- using technical and operational expertise to enforce immigration, nationality, and other laws applicable to non-citizens applying for entry to the United States;
- applying detailed laws, prosecutions, removal from the United States, or other sanctions;
- reviewing flight manifests to identify passengers associated with criminal activity, such as paying cash for tickets;
- observing passengers waiting in lines to identify suspicious behavior, patterns, or trends in smuggling or illegal entry schemes;
- searching suspicious luggage for hidden narcotics, weapons, and explosives;
- notifying ports of entry to observe travelers identified for suspicious behavior patterns;
- detaining and questioning suspects; and
- making decisions about complex sets of facts quickly.

**Effect of the Work** – Work directly affects:

- large-scale organized operations and smuggling trends;
- national dissemination of intelligence information;
- special operations to promote compliance with Federal immigration and customs laws;
- productivity in businesses requiring cross-border transactions; and
- the prevention of unauthorized workers attempting to enter the United States.

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**LEVEL 5-4: CUSTOMS PATROL AGENT, 1896****Scope of the Work** – Work involves:

- uncovering large-scale smuggling and attempted violations based on intelligence information;
- developing new methods to eliminate or minimize illegal activities;
- collecting information on attempted violations through information received from other law enforcement agencies, intelligence sources, or investigations;
- analyzing and correlating information from officials of other Federal, State, and local agencies; and
- developing information identifying groups conspiring to or engaging in illegal activities, such as routes of travel, time of day, and methods used to thwart enforcement initiatives (e.g., lookouts, scout vehicles, hidden compartments).

**Effect of the Work** – Information developed affects:

- safety of co-workers and other law enforcement entities;
- personnel and resources, operations, and shifting areas of surveillance; and
- operational planning of other local, State, and Federal law enforcement agencies.

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**LEVEL 5-4: BORDER PATROL AGENT, 1896****Scope of the Work** – Work involves:

- uncovering intelligence information concerning trends, patterns, and fluctuations in illegal alien activities;
- collecting information on attempted violations through information received from other law enforcement agencies, intelligence sources, or investigations;
- evaluating information for reliability, currency, and usefulness in preparing forecasts of projected illegal alien activities;
- analyzing and refining information from officials of other Federal, State, and local agencies; and
- developing hypotheses on patterns of smuggling, such as time of day, routes of travel, and methods used to counteract enforcement initiatives (e.g., lookouts, scout vehicles, hidden compartments).

**Effect of the Work** – Information developed affects large-scale regional operational plans to combat illegal alien activities.

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**LEVEL 5-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)**

**Scope of the Work** – Work involves uncovering illegal foreign trade activity, and corruption of government officials. The investigator:

- acts on tips received from informants of organized crime groups;
- coordinates investigations including surveillance aircraft and undercover agents, to gather evidence on illegal activity;
- reviews State real property records to identify money laundering assets;
- tracks multiple large cash deposits to launder money through multiple countries and financial institutions using sources developed in the commercial banking industry; and
- coordinates with other Federal, State, and foreign law enforcement officers for arrest and prosecution.

**Effect of the Work** – Work affects:

- criminal prosecutions conducted by the U.S. Attorney;
- revenues recovered for the Federal Government;
- development of innovative procedures for investigating other organized criminal activities in the United States and foreign countries; and
- rulings on appellate decisions related to the “Revenue Rule.”

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**LEVEL 5-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)**

**Scope of the Work** – Work involves leading a multi-agency task force investigating criminal intrusion into, or sabotage of, computer information systems including:

- invasive entry of systems underlying Internet web sites with worldwide users;
- injecting programming which overloads system capacities or paralyzes operations; and
- coordinating and negotiating with domestic and foreign law enforcement, legal, Government, and industry officials to resolve significant jurisdictional issues and technical and legal implications.

**Effect of the Work** – Work affects the development and use of novel and innovative approaches, such as:

- tracing background system logging information to connect subjects to crimes; and
- expert sources to write programming codes to extract and decipher encrypted evidentiary information.

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**LEVEL 5-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)**

**Scope of the Work** – Work involves planning, organizing, and conducting a variety of exceptionally difficult and sensitive protective assignments and large-scale protective events (e.g., the Olympics, the United Nations General Assembly, political conventions, international economic summits). Investigators use initiative in working out specific details of assignments, such as:

- planning resources needed;
- ensuring coordination of work efforts; and
- directing the work of other law enforcement entities.

**Effect of the Work** – Work affects the methods, techniques, and approaches to problems and issues associated with complex protective assignments, often setting patterns for subsequent protective advances of similar characteristics and scope, and adopted for use by other government agencies.

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