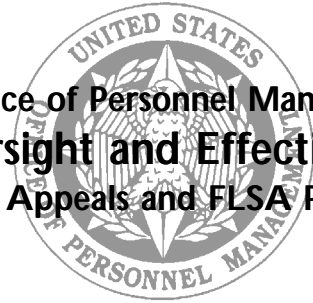


U.S. Office of Personnel Management
Office of Merit Systems Oversight and Effectiveness
Classification Appeals and FLSA Programs



Philadelphia Oversight Division
600 Arch Street, Room 3400
Philadelphia, PA 19106-1596

Classification Appeal Decision
Under Section 5112 of Title 5, United States Code

Appellant: [appellant's name]

Agency classification: Logistics Management Specialist
GS-346-11

Organization: [name] Team
[name] Division
[name] Department
[name] Support Directorate
Naval Inventory Control Point
Mechanicsburg, PA

OPM decision: Logistics Management Specialist
GS-346-11

OPM decision number: C-0346-11-01

Robert D. Hendler
Classification Appeals Officer

/s/ 1/5/00
Date

As provided in section 511.612 of title 5, Code of Federal Regulations (CFR), this decision constitutes a certificate that is mandatory and binding on all administrative, certifying, payroll, disbursing, and accounting officials of the government. The agency is responsible for reviewing its classification decisions for identical, similar, or related positions to ensure consistency with this decision. There is no right of further appeal. This decision is subject to discretionary review only under conditions and time limits specified in the Introduction to the Position Classification Standards (PCS's), appendix 4, section G (address provided in appendix 4, section H).

Decision sent to:

[appellant's name]
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Introduction

On September 24, 1999, the Philadelphia Oversight Division of the U.S. Office of Personnel Management (OPM) accepted a classification appeal from [appellant's name]. His position is currently classified as Logistics Management Specialist, GS-346-11. However, the appellant believes the classification should be Logistics Management Specialist, GS-346-12.

He works in the [name] Team, [name] Division, [name] Department, of the [name] Directorate, at the Naval Inventory Control Point (NAVICP), [location]. We have accepted and decided his appeal under section 5112 of title 5, United States Code (U.S.C.).

General Issues

The appellant believes his position should be upgraded to GS-12. In 1997, most of the Logistics Management Specialist positions at the GS-11 grade level in a sister code were upgraded to the GS-12 grade level. At that time, the appellant's supervisor started the process to have all the GS-346-11 positions in the appellant's unit likewise upgraded to GS-12, but a subsequent command decision halted the process. In July 1998, the upgrading process initiated in 1997 by the appellant's supervisor began again. Desk audits of two GS-11 positions in the appellant's organization assigned work similar to that performed by the appellant were conducted by a personnel specialist. The appellant states that the personnel specialist agreed that all the GS-346-11 positions in the appellant's unit should be reclassified as GS-346-12. However, the Deputy Director of the Directorate put all GS-346 upgrading actions on hold and ordered a review of all Logistics Element Manager (LEM) and related positions to determine which should be classified as GS-346-11 and which as GS-346-12. To date the review has not been completed and the appellant decided to appeal his classification to OPM.

The appellant also states that currently the only GS-346-12 positions in his office are team leader positions, but he was told by his supervisor that some of the GS-346-11 positions would be upgraded to GS-12 based on the visibility of their programs, program dollar values, and the money budgeted for them. He provided details as to the visibility, dollar values and money budgeted for his programs.

The above issues raised by the appellant are not, in and of themselves, germane to the classification appeal process. By law, we must classify positions solely by comparing their current duties and responsibilities to OPM standards and guidelines (5 U.S.C. 5106, 5107, and 5112). Since comparison to PCS's is the exclusive method for classifying positions, other methods or factors of evaluation, such as comparison to other positions that may or may not be classified correctly, or the results of previous audits, are not authorized for use in determining the classification of a position. Therefore, we have considered the information and documents provided only insofar as they are relevant to making that comparison.

We conducted a telephone audit with the appellant on November 29, 1999, a telephone interview with the appellant's first-line supervisor, Mr. [name], on December 6, 1999, and a telephone interview with his team leader, Mr. [name], on December 10, 1999. In deciding this appeal, we fully considered the audit findings and all information of record furnished by the appellant and his agency, including his current assignments, and both his current position description (PD) number L4L206V004 and a PD (not yet numbered), proposed on October 12, 1999, to replace his current PD. The appellant and his supervisor both agree that his current PD is essentially accurate. The appellant disagrees with the proposed new PD in one particular - the statement added, and not appearing in the current PD, at the end of Factor 4 to the effect that "Efforts identified by the incumbent requiring new processes will be led by higher grade personnel, with the incumbent providing developmental support and program input as required." The appellant maintains that statement is not true; that he, in fact, handles several new processes, such as the Direct Vendor Delivery (DVD) process (described below) without any lead from higher graded personnel. The appellant believes the incorporated language was added to lower the evaluation of Factor 4. We find that the PD of record contains the major duties and responsibilities assigned by management and performed by the appellant and incorporate it by reference into this decision. We will address the appellant's concerns about Factor 4 in our analysis of that factor.

Position Information

The appellant supports both the Integrated Logistics Support (ILS) manager for Program Support Inventory Control Point life cycle management and the LEM for assigned systems/equipment throughout all phases of acquisition, operational support, and subsequent modifications. His support actions range across the ILS spectrum to include provisioning, allowance development, configuration management, requirements determination, repairables management, post production support, budgetary planning and execution, overall program support management, logistic data maintenance, procurement execution, and packaging, handling, storage, and transportation. His major duties, comprising more than 80 percent of his time, are to participate in all phases of integrated logistics support planning from U.S. Department of Defense (DOD) milestone zero through the life cycle of the systems/equipments and to coordinate and provide guidance to other branch personnel in analysis and overall logistics management of assigned systems/equipments. Specifically, the appellant is responsible for logistics management of the weapons systems discussed below.

The Catapult Trough System (CTS) is the system on aircraft carriers that uses variable steam pressures to launch aircraft. The aircraft are positioned within these troughs and are both directed and launched off the carrier by them. The covers of these systems are the most expensive, complex and frequently replaced or repaired parts of the system. The appellant is responsible for these covers on all 12 active aircraft carriers in the Navy, including budgeting for them, arranging their supply as and when needed, which can only be done when a carrier is in port, modifying the specific orders for system parts depending on the type

of CTS system on the carrier, determining when they should be repaired and when replaced.

When engineers make design changes in the CTS systems, the appellant is involved to anticipate necessary changes in the logistics support required by the new design. He acts to coordinate the various requirements of CTS systems and, based on those requirements and projected requirements, makes recommendations such as whether a long-term requirement contract or a one-time contract should be awarded.

The Minesweeping Aft Deck Systems on minesweepers are also the logistical responsibility of the appellant. A particular difficulty with these systems arises from the fact that the original equipment manufacturers are Italian and the logistical support requires coordination with the Italian manufacturer and its subsidiaries.

The appellant is also involved, with others, in ships Passive Countermeasures System (PCMS), a stealth technology to disguise the radar signature of ships through the use of specially designed rubber tiles and special fitted blankets. The parts for this system are constantly changing as technological countermeasures make earlier PCMS's obsolete. The appellant must anticipate and take the necessary steps, including changed budgets, for the logistical support of these systems.

Another system is watertight closures for doors, hatches, and scuttles. There have been frequent and long-standing complaints about the integrity of those closures. The appellant is involved in a new approach to supplying the necessary quality parts for those systems - the DVD system. As this is a new approach, the appellant and others involved with the DVD system are working to remove the present "bugs" in the system and anticipate future ones.

Series, title, and standard determination

The agency has allocated the appellant's position to the Logistics Management Series, GS-346 and titled it Logistics Management Specialist in conformance with the titling practices contained in the GS-346 PCS. He has not disagreed with these determinations.

The GS-346 series includes positions concerned with developing, directing, or performing logistics management operations that involve planning, coordinating, or evaluating the logistical actions required to support a specified mission, weapons system, or other designated program. This work involves: (1) identifying the specific requirements for money, staffing, materiel, facilities, and services needed to support a program; and, (2) correlating those requirements with program plans to assure needed support at the right time and place. The primary logistics management specialist responsibilities are: (1) identifying all activities that will be involved in providing needed logistical support; (2) integrating the actions required of each activity into a comprehensive logistics plan in support of or to be incorporated into overall program plans; (3) monitoring progress toward meeting the logistics plan and

identifying the cause and impact of delays or other problems, which may include varying degrees of responsibility for taking actions to prevent or overcome such problems; (4) adjusting plans and schedules for all related actions as required by delays or changes to logistical requirements; and, (5) evaluating plans for and the provision of logistical support for feasibility, efficiency and economy, and developing alternatives when required.

Based on the major duties and responsibilities assigned to the appellant's position, we find that his work entails the range of functions typical of the GS-346 occupation. We find the primary and paramount purpose of his position is to perform most of the functions described in the preceding paragraphs dealing with the GS-346 series. Therefore, his position is allocated properly as Logistics Management Specialist, GS-346, based on the titling practices contained in the GS-346 PCS.

The grade level of GS-346 positions is determined by applying the criteria in PCS's that include grade level criteria for analogous kinds of work. The appellant's agency determined that the Grade-Evaluation Guide for Supply Positions (Guide) is most appropriate for the grade level analysis with which the appellant does not disagree. Based on the specific requirements and responsibilities of the appellant's position, we concur.

Grade determination

The Guide is in factor evaluation system (FES) format. Under the FES, positions are placed in grades based on their duties, responsibilities, and required qualifications as evaluated in terms of nine factors. Each factor is assigned a point value based on a comparison of the position's duties and responsibilities with the factor level descriptions (FLD's) and/or the illustrations read in conjunction with the FLD's in the Guide. The FLD's assign point values marking the lower end of the ranges for the indicated factor levels. For a position to warrant a given point value, it must be fully equivalent to the overall intent of the FLD. If the position fails in any significant aspect to meet a particular FLD in the Guide, the point value for the next lower level must be assigned unless the deficiency is balanced by an equally important aspect that meets a higher level. The total points assigned are converted to a grade level by use of the Grade Conversion Table in the Guide.

The appellant agrees with his activity's evaluation of Factors 1, 8, and 9 and we concur. He disagrees with his activity's evaluation of Factors 2, 3, 4, 5, 6, and 7. Our evaluation of his position, therefore, focuses on Factors 2, 3, 4, 5, 6, and 7.

Factor 2, Supervisory controls

"Supervisory Controls" covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the review of completed work. The supervisor exercises control in making assignments, giving instructions to the employee, setting priorities and deadlines, and defining objectives and boundaries. Employee

responsibility depends upon the extent to which the employee is expected to develop the sequence and timing of various aspects of the work, to modify or recommend modification of instructions, and to participate in establishing priorities and defining objectives. The degree of review of completed work depends upon its nature and extent, e.g., close and detailed review of each phase of the assignment; detailed review of the finished assignment; spot-check of finished work for accuracy; or review only for adherence to policy. This factor also accounts for the extent of employee responsibility for independent action and decision making.

The appellant maintains that he works independently and his supervisor provides only broad goals. He believes that the limited supervisory controls on his position justify crediting a Level 2-5 (650 Points). He states that his supervisor is responsible for managing the work of more than 120 people and travels about one-third of the time, and therefore has very little time to provide oversight. The appellant consults his supervisor immediately in case of an emergency and for approval of major deviations from customary procedure. In addition to his immediate supervisor, the appellant has recourse to his team leader to discuss problems and proposed deviations from standard procedures.

The record shows that the appellant's supervisor assigns the programs and resources available; the appellant carries out the assignment, resolves most of the conflicts that arise; and coordinates the work with other functional specialists and interprets policy in terms of established objectives. The appellant keeps his supervisor and/or team leader informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed from an overall standpoint in terms of effectiveness in meeting requirements. The appellant makes budget requests based on estimates of anticipated expenses. Those requests are reviewed and subject to challenge and prioritization by others. The appellant is also a member of the Process Improvement team of the Hardware System Command, whose function is to improve design and supply support. As a member, he makes independent suggestions without consultation with his supervisor.

In the position classification process, supervision of work is not limited to the direct intervention of supervisors in the work performed by subordinate employees. The Classifier's Handbook (pages 24-25) states that:

The nature and extent of review positions ranges from close and detailed, to spot check, to general review. Note that it is not just the degree of independence that is evaluated, but also the degree to which the nature of the work allows the employee to make decisions and commitments and to exercise judgment.

At Level 2-4 (450 Points) the supervisor sets the overall objectives and decides on the resources available. The employee consults with the supervisor in determining which projects to initiate, develops deadlines, and identifies staff and other resources required to carry out

an assignment. The employee has expertise in the particular supply specialty or program area, and is responsible for planning and carrying out the work, resolving most of the conflicts that arise, integrating and coordinating the work of others as necessary, and interpreting policy in terms of established objectives. The employee keeps the supervisor informed about progress, potentially controversial matters, issues with far-reaching implications, and intractable problems. Finished work is reviewed from an overall standpoint in terms of feasibility, compatibility with other supply program requirements, or effectiveness in meeting objectives and achieving expected results. This description of supervisory controls closely matches those under which the appellant operates as discussed above.

Implicit in Level 2-5 is a degree of program management authority not delegated to the appellant's position. He does not, for example, operate only within the parameters of broadly defined missions in independently planning, designing, and carrying out major program activities. The intent of this level is that the employee would normally be responsible both for initial conception of work to be undertaken within a broad program area and for the funds and resources expended in accomplishing the work. Additionally, at this level work review is primarily administrative, focusing on such matters as budgetary considerations and general program direction rather than technical aspects of the work.

In contrast, we find that the appellant fills a traditional staff role where he is assigned specific work to carry out, and that his work receives a definable degree of technical review. He is considered technically expert in his areas of responsibility and his suggestions for modifications of existing procedures that would affect others are given the consideration due his recognized technical expertise. However, Level 2-5 represents not merely a high degree of technical independence, but also a corresponding management role that is well beyond the authority vested in his position. It derives not only from the technical latitude afforded, but also from the position's organizational role and the authority delegated to define the basic content and operation of the program beyond the technical aspects of discrete assignments. Neither the absence of immediate supervision for day-to-day operations, nor the fact that technical recommendations are normally accepted, supports crediting Level 2-5. We credit the position at Level 2-4 (450 Points).

Factor 3, Guidelines

This factor covers the nature of guidelines for the work and the judgment needed to apply them. Guides used in this occupation include agency policies, directives, manuals, and handbooks. Individual jobs vary in the specificity, applicability, and availability of the guidelines for performance of assignments. Consequently, the constraints and judgmental demands placed upon employees also vary. For example, the existence of specific instructions, procedures, and policies may limit the employee's opportunity to make or recommend decisions or actions. However, lacking procedures or under broadly stated

objectives, employees may use considerable judgment in researching literature and developing new methods.

The appellant's position meets Level 3-3 (275 Points), at which guidelines available and regularly used are in the form of agency policies and implementing directives, manuals, handbooks, supply regulations, and locally developed supplements to such guides, such as detailed work procedures and directives that supplement agency directions. The guidelines are not always applicable to specific conditions or there are gaps in specificity when applying them to specific supply requirements. This level also includes work situations in which the employee must interpret and apply a number of subject-matter policies and regulations such as those that apply to end use repair, replacement, and support requirements. The employee uses judgment in interpreting, adapting, and applying guidelines where the levels of support required have some overlap or conflict, or other conditions require the employee to analyze and develop procedures within the intent of available guidelines. The employee independently resolves gaps in specificity or guideline conflicts consistent with stated supply program objectives. The employee analyzes guideline applicability to specific circumstances and proposes regulatory or procedural changes to improve supply controls' effectiveness or efficiency.

As at Level 3-3, the appellant uses standard instructions; including DOD, Navy, Systems Command or PSICP policies, regulations, instructions, and precedents. He independently selects, interprets, and applies the guides, modifying, adapting, and making compromises to meet the requirements of the assignment. The guidelines are broad, general guidelines and apply to main weapon systems; the policies that exist are fairly broad to permit the desired flexibility required to achieve mission economy and timeliness. The available supply management publications are generic rather than specific. The strategy for implementation within the general guidelines is left to the appellant in concert with item managers or other stakeholders in the process. The strategy he chooses must, however, mesh with the procedures used by others with whom he deals. Major changes significantly affecting others may incorporate suggestions from the appellant or his colleagues, but the final decision comes from management.

The appellant's work does not meet Level 3-4 (450 Points) where guidelines generally outline the concepts, methods, and goals of supply programs. Guidelines regularly applied at this level consist of broad supply guidance such as directives issued by a national headquarters, general agency policy statements and objectives, interagency supply program policy proposals requiring refinement and coordination, or other guides not specific on how they are to be defined, implemented, and monitored at the employee's level. The employee exercises a great deal of personal judgment and discretion with broad latitude for interpreting and applying guidelines across the organization. Also included at this level are the interpretation and application of guidelines originating from more than one Federal agency or department which apply to supply programs and organizations involving joint operations. The employee: (1) uses initiative and resourcefulness in researching and implementing new and improved

supply methods and procedures within the employing organization; and/or, (2) establishes criteria to identify and analyze trends in supply programs and requirements. Where guidelines for performing the work are scarce or of limited use, the employee develops guides to be followed by supply specialists at the same and lower levels in the organization. The appellant's work entails the resolution of gaps in specificity or conflicts geared to improve the effectiveness and efficiency of materiel support controls to his assigned programs typical of Level 3-3. His modifications do not indicate the interpretation and application of guidelines across the organization nor on guidelines originating from more than one Federal agency or department as envisioned at Level 3-4. The modifications he makes are limited to the systems assigned to him and, within those systems, by existing policy and general procedure guidelines and by the necessity of meshing with others involved in the logistical support of the system in question. Nor does he develop guides to be followed by supply specialists at the same or lower levels in the organization. We credit the position at Level 3-3 (275 Points).

Factor 4, Complexity

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work. The dollar value of the work alone does not determine the complexity of the work. Managing the logistics for a very expensive system may require relatively few straightforward steps and be quite routine while that for a relatively inexpensive system may be quite complex.

At Level 4-4 (225 Points), assignments consist of a variety of supply duties involving many different and unrelated processes and methods in well-established areas of supply planning and administration. Typically, the work requires analysis and testing of a variety of established techniques and methods to evaluate alternatives and arrive at decisions, conclusions, or recommendations. Programs and projects may be funded by, or under the cognizance of, different organizations with differing supply requirements or variations in ability to fund acquisitions or system implementation. Requirements to follow established supply policies, practices, procedures, and techniques may have to be varied for a number of locations or situations to assure compatibility with existing systems and demands on available resources.

Illustrative of work at Level 4-4 is performing or leading inventory control work, including attending meetings and speaking for the organization during provisioning conferences, establishing lead times for ordering and staging material, and tracking and adjusting inventory levels for major systems such as an aircraft, a military vehicle, a major electronic system such as a specific radar unit, a class of office equipment such as desk top computers, or others that require support as to availability, spare parts, and/or service for a variety of customers. In deciding what to do, the employee typically assesses situations complicated by conflicting or insufficient data. Information must be analyzed to determine the applicability of established methods, the need to digress from normal methods and techniques, the need to waive

prescribed standards, and/or whether specific kinds of waivers can be justified. The employee plans the work, develops recommendations, and refines the methods and techniques to be used. The employee takes actions involving: (1) interpreting considerable data; (2) applying established supply methods, equipment, techniques, and objectives to a variety of situations; and, (3) dealing with variations in the level of supply support required.

The appellant's work meets Level 4-4 in that it involves modifying and/or adapting precedents to meet ILS objectives. The assignments are diverse in nature and cover a number of essentially different subject matters. The work requires a high degree of judgment, originality and resourcefulness to overcome complexities that may be due to uncertain requirements, priorities, funding methods, and congressional mandates, all of which may require realignment of plans, schedules, and funding. He develops acquisition strategies when the former source of supply has disappeared, monitors contractor's progress, looks for improvement of current processes, and deals with emergent requirements resulting from inaccurate projections of wear on parts of systems. He develops budget projections, but the estimates of wear are frequently inaccurate and design changes in the weapon systems must also be anticipated in the budget projections. He must develop one budget from all the projections, some of which may turn out to be inaccurate.

In contrast, Level 4-5 (325 Points) assignments involve significant departures from established practices. Employees make decisions, or develop and implement new methods and techniques, that satisfy broad policy and technical requirements. They recommend changes in basic policy issuances and implementing instructions of very general policy directives and objectives. For example, they interpret and implement new directives for subordinate organizations and field units. The appellant's position is not vested with the authority for such decisions regarding policies and implementation procedures. Although he makes recommendations for procedural changes, those recommendations are for specific changes regarding the logistics management of one or more of the weapon systems for which he has responsibility and are not typically in regard to basic policy issues. We credit the position at Level 4-4 (225 Points).

Factor 5, Scope and effect

This factor covers the relationship between the nature of the work; i.e., the purpose, depth and breadth of the assignment, and the effect of work products or services both within and outside the organization. Only the effect of properly performed work may be considered. The dollar value of the work alone does not determine the scope and effect of the work. For example, the effect of work on a relatively inexpensive system, requiring resolution of a major systemic program problem, may be greater than resolving a more limited problem affecting an expensive system.

The appellant's position meets Level 5-3 (150 Points), where work involves resolving a variety of conventional supply problems, questions, or situations. The employee monitors

established supply systems and programs, or an assigned block of activities in one of the technical supply areas, performs independent reviews, and/or recommends actions involving well-established criteria, methods, techniques, and procedures. The work products, advice, and assistance affect the efficiency of established supply operations or specialized programs, and contribute to the effectiveness of newly introduced programs requiring supply support.

The effect of the work is primarily local in nature, although some programs may be part of multi-facility or nationwide program operations with interlocking supply requirements. Comparable to Level 5-3, the appellant provides overall logistics management support for weapons systems or missions by conducting logistics support analysis, maintenance planning, and workload analysis; establishes ILS system performance criteria; and formulates and implements all phases of the ILS function, including furnishing advisory review and evaluation on specific problems, projects, or functions at both headquarters and field activities. His work affects the operational readiness of Naval Fleet operations by providing effective ILS support for complete major weapon systems.

In contrast, at Level 5-4 (225 Points) work involves investigating and analyzing a variety of unusual supply problems, questions, or conditions associated with general questions about supply programs or operations, formulating projects or studies to substantially alter existing supply systems, or establishing criteria in an assigned area of specialization. The results of the work provide solutions to supply problems and questions. Employees develop alternatives and options designed to meet requirements in a variety of physical and environmental circumstances. The work affects supply system design, installation, and maintenance in a wide range of activities within the organization and/or in non-government organizations.

Both Levels 5-3 and 5-4 recognize and include work having nationwide or system wide impact. The primary distinction between these two levels is the nature of the work, i.e., the purpose, depth, and breadth of the assignment. The appellant investigates and analyzes supply problems but they are not unusual to the extent envisioned at Level 5-4. Although he participates in ongoing groups attempting to improve logistics procedures, he does not formulate projects or studies to substantially alter existing supply or other logistic management systems. The appellant's assignments are not for the purposes indicated at Level 5-4, nor do they have the scope and breadth of effect envisioned at that level. For example, if a question arises as to whether or not to reduce the surcharge to a customer, the appellant does not have authority to make that decision. If a problem situation arises, he is expected to suggest alternative solutions, but his suggestions go through one or more levels of review. The appellant is a member of a team working with engineering activities to develop a system for DVD to overcome delivery problems of certain parts, such as watertight closures, and a new acquisition system required due to losing a source of supply considerably earlier than had been anticipated. However, the suggestions of these teams are for the resolution of local specific issues, are subject to levels of review, and no single team member's suggestion is considered as sufficiently authoritative to be implemented without

consideration of the input of the other members of the team. We credit the position at Level 5-3 (150 Points).

Factor 6, Persons contacted and Factor 7, Purpose of contacts

Persons Contacted

At Level 2 contacts are with employees in the same agency, but outside the immediate organization. Persons contacted are engaged in different functions, missions, and other kinds of supply work or are representatives from various levels within the agency, such as headquarters or regional, district, or field offices.

In contrast, at Level 3 contacts are with individuals from outside the agency and for non-routine purposes, i.e., the purpose and extent of each contact are different and the role of each party is identified and developed during the contact. Typical contacts are with managers from other agencies, vendors, or technical level representatives from foreign governments, or members of the news media or public action groups.

Although the appellant occasionally contacts vendors, the bulk of his contacts outside NAVICP are with other Navy personnel, such as at fleet or headquarters levels. The contacts outside the agency (Navy) are not typical, and do not occur with the frequency required to credit Level 3. We credit the position at Level 2.

Purpose of Contacts

Level b contacts are to plan, coordinate work, or advise on efforts and resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes. Similarly, the appellant's contacts are to inform or obtain information on status of assigned ILS actions; discuss problems, potential problems, or accomplishments; clarify or expand on the technical content of various ILS documentation; establish contractual requirements; organize and conduct meetings; and establish rapport for effective communication with key personnel involved in the ILS process.

In contrast, the purpose of Level c contacts is to influence, motivate, interrogate, or control persons or groups. At this level, persons contacted may be fearful, skeptical, or uncooperative. 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. The record does not reflect that a significant portion of the appellant's contacts involve the contentiousness found at Level c. Although he must negotiate with others over repair schedules and material support issues, the record does not show that he routinely deals with uncooperative individuals on the grade controlling functions of his position. His external contacts with engineers and personnel at other installations, who are engaged in supporting the same components and equipment assigned to him, are those typical of Level b at which the individuals or groups contacted are working toward mutual goals and who have basically cooperative attitudes even though their priorities are not always in agreement with those of the appellant. The position is credited at Level b.

Therefore, Level 2-b (75 Points) is credited.

Summary

In summary, we have evaluated the appellant's position as follows:

Factor	Level	Points
1. Knowledge required by the position	1-7	1250
2. Supervisory controls	2-4	450
3. Guidelines	3-3	275
4. Complexity	4-4	225
5. Scope and effect	5-3	150
6. Personal contacts and	{2	
7. Purpose of contacts	{b	75
8. Physical demands	8-1	5
9. Work environment	9-1	<u>5</u>
Total points:		2,435

A total of 2435 points falls within the GS-11 grade level point range of 2,355-2,750 points on the Grade Conversion Table in the Grade-Evaluation Guide for Supply Positions.

Decision

The position is properly classified as Logistics Management Specialist, GS-346-11.