DoD 1401.1-M-1

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DEPARTMENT OF DEFENSE

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(Force Management and Personnel)
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job-grading system manual for nonappropriated fund instrumentalities

DISTRIBUTION STATEMENT A
Approved for public release
Distribution Unlimited

93-17664

OCTOBER 1981

ASSISTANT SECRETARY OF DEFENSE
(MANPOWER, RESERVE AFFAIRS, AND LOGISTICS)

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JOB-GRADING SYSTEM MANUAL FOR NAFIs

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REFERENCES

(a) DoD Instruction 1401.1, "Personnel Policy for Nonappropriated Fund Instrumentalities (NAFIs)," July 24, 1978
(b) Public Law 92-392, August 19, 1972, amends subchapter IV or Chapter 53 of Title 5, United States Code (fixing and adjusting of rates of pay for prevailing-rate employees)
(c) Federal Personnel Manual Supplement 532-2, "Federal Wage System--Non-appropriated Fund Employees"
(d) DoD 1401.1-M, "Personnel Policy Manual for Nonappropriated Fund Instrumentalities," January 13, 1981, authorized by DoD Instruction 1401.1, July 24, 1981
(e) Federal Personnel Manual Supplement 532-1, "Federal Wage System"
(f) Federal Personnel Manual Supplement 512-1, "Job-Grading System for Trades and Labor Occupations"
(g) OPM "Handbook of Occupational Groups and Series of Classes"
(h) OPM "Position Classification Standards for General Schedule (GS) Positions"

CHAPTER 1

PAY PLANS

Pay plans established pursuant to DoD Instruction 1401.1 (reference (a)) for DoD Nonappropriated Fund (NAF) positions fall into two categories; those that are covered by the provisions of P.L. 92-392 (reference (b)), and those that are not.

A. Those covered by the provisions of reference (b) are:

1. Crafts and Trades (CT). CT employees, sometimes referred to as prevailing rate employees, are paid an hourly rate from a locality wage schedule, NA (for nonsupervisory positions) NF (for leader positions), or NS (for supervisory positions). (See Federal Personnel Manual (FPM) Supplement 532-2, "Federal Wage System--Nonappropriated Fund Employees," reference (c)).

2. Special Pay Schedules. Some NAF employees covered by the provisions of reference (b) are paid under special pay schedules other than the regular schedule, and include commission, piece rate, and tip credit plans. Implementation of special pay schedules and assignment of positions to such schedules require DoD and Office of Personnel Management (OPM) approval.

3. Special Rates or Rate Ranges. Unusual circumstances may warrant the authorization of increased minimum or special rates or rate ranges within an area for specialized occupations (CT) critical to the mission of a NAF activity.

B. Positions not covered by the provisions of reference (b) are:

1. Administrative Support (AS) and Patron Services (PS). AS and PS employees are sometimes referred to as prevailing rate employees and are paid an hourly rate on a seven-grade AS or PS locality wage schedule. Although not covered by the provisions of reference (b), the DoD has administratively extended certain parts of that law to AS and PS positions. (See 1401.1-M, "Personnel Policy Manual for Nonappropriated Fund Instrumentalities," reference (d)).

2. Universal Annual (UA). UA employees are paid on an annual rather than hourly basis. Salaries are administratively set at the same level as the General Schedule for those grades included in the UA pay plan (UA-5 through UA-18).

3. Special Pay Schedules. Some NAF employees are paid under special pay schedules other than the regular schedule. Implementation of special pay schedules and assignments of positions to such schedules require DoD approval.

4. Special Rates or Rate Ranges. Unusual circumstances may warrant the authorization of increased minimum or special rates or rate ranges within an area for specialized occupations (UA, AS, and PS) critical to the mission of a NAF activity.

CHAPTER 2

OCCUPATIONAL CATEGORIES

The CT occupational category is delineated by the types of duties performed and the general functional environment in which it is found. The AS, PS, and UA, categories are also customarily delineated by these same factors; however, positions classifiable to one-grade interval series that exceed the AS/PS-7 levels are classified in the UA category at the UA-6 level and above.

A. CRAFTS AND TRADES. The CT category includes positions in a recognized craft or trade, or in an unskilled, semiskilled, or skilled manual labor occupation. Leader and supervisory positions having craft, trade, or laboring experience and knowledge as a paramount requirement are also categorized as CT positions.

1. The CT occupational category involves duties such as receipt, storage, and distribution of merchandise; maintenance and repair of buildings, grounds, and automotive equipment; food and beverage preparation and service; and the provision of porter or maid service. Positions in this category shall be coded, titled, and graded in accordance with the provisions of FPM Supplements 532-1 "Federal Wage System," FPM Supplement 532-2, and part 3 FPM Supplement 512-1, "Job-Grading System for Trades and Labor Occupations," (reference (e), (c), and (f)).

2. DoD NAF job-grading guides, specific to nonappropriated fund operations, may also be used to supplement OPM standards when grading CT positions.

B. ADMINISTRATIVE SUPPORT. The AS category includes positions responsible for secretarial, clerical, or administrative functions in an office or nonmanual environment. AS positions include inventory management, accounting, procurement, personnel, and payroll functions. These functions involve duties such as typing, stenography, receipt and distribution of mail, file maintenance, and office machine operation. Positions involving AS-type duties classifiable above AS-7 are included in the UA category.

1. Positions assigned to lead or supervise employees performing these duties are also categorized as, AS, except:

a. If the base level of nonsupervisory work is AS-7, the leader job is classified in the UA category;

b. If the base level of nonsupervisory subordinate workers is AS-6 or AS-7, the supervisory job over such workers is classified in the UA category.

C. PATRON SERVICES. The PS category includes positions responsible for retail selling; providing recreation, amusement, and personal services; protecting facilities and merchandise; and child care. Positions in this category shall be titled, coded, and graded in accordance with the appropriate job-grading standards of this manual. Positions containing PS-type functions and classifiable above PS-7 are included in the UA category.

1. Positions that are assigned to lead or supervise PS employees are also categorized as PS, except:

a. If the base level of nonsupervisory work led is PS-7, the leader job is classified in the UA category;

b. If the base level of nonsupervisory subordinates is PS-6 or PS-7, the supervisory job is classified in the UA category.

D. UNIVERSAL ANNUAL. The UA category includes positions responsible for administering, managing or performing work in an office, business, or fiscal operation. Such positions differ from AS positions in that they are concerned primarily with the development and implementation of management policies or general business operations.

1. UA duties require discretion and independent judgment, and include managerial, executive, technical or professional positions responsible for work that requires professional, scientific, or technical training equivalent to graduation from a college, university, or technical school of recognized standing.

2. Positions in this category shall be identified with series codes, titles, and grades authorized in accordance with this manual and the occupational structure covered by the OPM "Handbook of Occupational Groups and Series of Classes" (reference (g)).

CHAPTER 3

JOB-GRADING METHODS

A. OCCUPATIONAL CATEGORIES

1. Crafts and Trades. Details of the job-grading system for NAF CT positions (NA, NL, and NS) are contained in subchapter S6 of FPM Supplement 532-2 reference (c). Criteria for assigning grade levels to these positions are provided by the OPM job-grading standards contained in FPM Supplement 512-1 (reference (f).) Supplementary job-grading guides for those NAF CT occupations not covered by OPM standards are developed and published by the DoD NAF Pay Administration, Standards, and Appeals Division, Office of NAF Personnel Policy.

2. Universal Annual. Positions in the UA category are classified by application of OPM job-grading standards for General Schedule and supplemental DoD NAF job-grading guides.

3. Administrative Support and Patron Services. DoD NAF job-grading standards provide grade-level criteria for AS and PS positions.

B. MIXED JOBS

1. A mixed job involves performance of duties in two or more occupations at the same or different grade levels on a regular and recurring basis. A mixed job shall be graded in keeping with the duties that involve the highest skill and qualification requirements of the job.

2. If a job involves regular and recurring duties at the same level in two or more occupational areas, the job shall be classified in the series reflecting the paramount qualification requirement.

3. Duties performed only in the absence of another employee due to annual or sick leave, to meet emergency work loads, or for training purposes shall not be considered as regular and recurring duties when grading mixed jobs.

C. KEY-RANKING JOBS. These jobs reflect the kinds of AS, PS, and NA positions commonly found in NAF activities. They serve as peg points for determining grade levels within categories of positions.

1. Nonsupervisory Positions (Crafts and Trades). The key-ranking jobs for NAF employees subject to P.L. 92-392 may be found in subchapter S6, paragraph 3, of FPM Supplement 532-2 (reference (c)) with the key-ranking jobs described in Appendix 1 of the same publication.

2. Administrative Support

Key Ranking Job Title	Grade
File Clerk	AS-1
Coding Clerk	AS-2
Cashier	AS-3
Clerk-Typist	AS-3
General Clerk	AS-3
Cashier	AS-4
Clerk Stenographer	AS-4
Keypunch Operator	AS-4
Personnel Clerk	AS-4
Accounting Clerk	AS-5
Cashier	AS-5
Photo Lab Technician	AS-5
Clerk Stenographer	AS-5
Procurement Clerk	AS-5
Data Control Clerk	AS-5
Payroll Clerk	AS-5
Secretary	AS-6
Purchasing Agent	AS-7
Secretary	AS-7

3. Patron Services

Key-Ranking Job Title	Grade
Personal Services Clerk	PS-1
Sales Clerk	PS-1
Usher	PS-1
Cashier-Checker	PS-2
Personal Services Clerk	PS-2
Recreation Aid	PS-2
Ticket Seller	PS-2
Child Care Attendant	PS-2
Sales Clerk	PS-3
Desk Clerk	PS-3
Security Guard	PS-3
Customer Services Clerk	PS-4
Sales Clerk	PS-5
Visual Merchandiser	PS-5
Mobile Sales Clerk	PS-5
Customer Services Clerk	PS-6
Visual Merchandiser	PS-7

4. AS and PS job-grading standards and guides covering the key ranking jobs listed above are contained in Chapter 4 of this manual.

D. SALES VOLUME INFLATION AND DEFLATION FACTORS

1. DoD NAF policy prescribes the use of an inflation factor when evaluating positions whose grades are based solely or in part on the dollar volume of the activity or activities for which they are responsible. The

inflation factor concept provides a method for reducing volume figures (or increasing volume standard sales brackets) in proportion to increases in the Consumer Price Index (CPI) to offset the effects of inflation, that is, grade increases due solely to price increases. Since its inception in 1973, the basis for the inflation factor has been the annual average of the "all items" CPI. The factor is recomputed annually.

2. At present, the CPI (all items) reflects abnormal variations in the costs of commodities and services that lessens the validity of a single index figure. In addition, efforts to minimize the effects of inflation on the service member has resulted in holding the line on prices in some cases and increasing prices at considerably less than the private industry rate in others.

3. In some service or commodity areas, it is possible to measure the increase for the year by the prices charged the customer; or there are available measures of the financial inflation factor more directly applicable to that specific service or commodity in reviewing the grade of the position. When these evaluation factors are available and provide a better standard for measuring inflation, DoD Components may use them in place of the CPI. When used, the criteria and actual adjustment factors shall be documented with the basis and rationale for use and forwarded through designated channels to the office of DoD NAF Personnel Policy.

E. USE OF OPM POSITION CLASSIFICATION AND JOB-GRADING STANDARDS

1. Application of OPM position classification and job-grading standards is appropriate in classifying DoD NAF UA and CT positions. When new or revised OPM standards are released, each activity shall review affected positions and take any action indicated by such review.

2. Position descriptions requiring cross reference to published Factor Evaluation System (FES) position classification standards for series and grade determination shall contain necessary information to relate to the FES factors used. If the existing position description lacks necessary information, the description shall be amended to provide coverage.

3. New or revised OPM standards for grade levels at GS-5 and below shall be reviewed against existing DoD NAF AS and PS classification standards by the DoD Pay Administration, Standards, and Appeals Division, Office of NAF Personnel Policy, and any adjustments or changes to NAF standards will be promulgated DoD-wide by that office.

4. Similar review and action will be appropriate on new or revised OPM job-grading standards for crafts, trades, and laboring occupations (CT). Newly developed OPM job-grading standards shall supersede DoD NAF CT job-grading guides, wherever applicable, and revised OPM job-grading standards shall be applied to existing jobs within 6 months after receipt to determine if any changes are warranted.

F. JOBS FOR WHICH NO DIRECTLY APPLICABLE STANDARD EXISTS

When no directly applicable job-grading standard exists, a position may be graded by the application of related standards. However,

positions classifiable at AS or PS 1-7 levels must be graded by reference to DoD NAF standards only. When a related standard is used, a copy of the position description and rationale for the classification action shall be forwarded by the local classification office, through command channels, to the office of DoD NAF Personnel Policy for review. On subsequent occasions, when DoD NAF and/or OPM standards are used in the same combination by that DoD Component, such a submission is not required.

G. SUMMARY OF NONAPPROPRIATED FUND JOB-GRADING CONCEPTS AND WAGE-SETTING PROCEDURES

1. Job-Grading

OCCUPATION	NAF CATEGORY	
Professional Managerial Executive Technical	UA	UA grades 5-18 for two-grade interval series. Direct application of OPM position classification standards supplemented by DoD guides.
Clerical	AS	DoD job-grading standards for seven AS grade levels. OPM position classification standards for one-grade interval series applied for jobs evaluated at grade UA-6 or above and placed in the UA category.
Trades Crafts Laboring	CT	Direct application of OPM job-grading standards, supplemented by DoD job-grading guides.
Retail Sales Patron Services	PS	DoD job-grading standards for seven PS grade levels. OPM standards for one-grade interval series applied at grade UA-6 and above, and jobs placed in the UA category.
Tipped and Commission Employees	CT	Direct application of OPM job-grading standards for base level of job supplemented by DoD job-grading guides.

2. Wage-Setting

OCCUPATION	APPROPRIATED FUND	CONUS NONAPPROPRIATED FUNDS
Professional Managerial Executive Technical	General Schedule nationwide rates set by the President with congressional authority	UA schedule nationwide rates based on General Schedule

	to overrule the President in the case of an alternate plan	
Clerical	General Schedule nationwide rates	Local wage survey of private retail, wholesale, recreation, service, finance, and insurance establishments.
Trades Crafts Laboring	Local wage survey of private manufacturing, transportation, public utility, and wholesale trade industries	Local wage survey of private retail, wholesale, recreation, and service establishments.
Retail Sales Patron Services	General Schedule nationwide rates	Local wage survey of private retail, wholesale, recreation, service, finance, and insurance establishments
Tipped and Commission Employees	None	Tip offset or commission predetermined locally in conformance with Fair Labor Standards Act, OPM, and DoD policies. Base rate from local wage schedule used for annual and sick leave purposes (Tipped and commission employee policy is in a "set aside" status pending review by the Federal Prevailing Rate Advisory Committee.)

CHAPTER 4

JOB-GRADING STANDARDS AND GUIDES

A. GENERAL CLASSIFICATION STANDARDS AND GUIDES

1. Classifying Jobs of Full Assistants

a. Full assistants are considered to be second in command in the organization or activity with full authority to act on all matters for which the manager or supervisor is responsible. An example of a situation that warrants classification at this level is an organization where the amount of work is so voluminous as to require a second person to share the manager's responsibility and relieve him or her of the day-to-day work operations. This permits the manager to handle priority projects and crisis situations. Another example is when the manager is required to regularly be away from the office and the assistant must have full managerial authority for daily operations. In each case, in order to be classified as an assistant, he or she must have direct day-to-day line authority over personnel and work operations.

b. When classifying a position that is considered to be a full assistant, as outlined above, the manager or supervisor is graded first, without regard to the assistant. The full assistant position is then graded at least one level below the final grade of the supervisor or manager.

c. In situations where the assistant's authority is limited in scope and he or she performs work at a level less than that described above (that is, when the assistant performs some of the manager's functions and only assumes full responsibility in the normal absences of the supervisor), judgement must be used in determining the grade level. Under no circumstances shall an automatic one grade differential be attached to positions titled "Assistant" without regard to the level of authority and responsibility inherent in the position, and positions may be classified at any lower grade level as the particular combination of duties and responsibilities of that individual "Assistant" position warrant.

2. Grade Evaluation Guide for Leaders in AS and PS Positions

a. This standard shall be used to grade jobs that regularly involve leading the work of employees in occupations in the AS or PS categories. Working leaders also perform work that is usually of the same kind and level as that done by the group led. It is the nature of the responsibility for the work of others, rather than the number of employees involved, that distinguishes between leader and supervisory jobs. However, when the number of workers is more than six, the job shall be reviewed carefully to determine whether it is a supervisory rather than a leader position. Conversely, when the number of employees is less than three, the job shall be reviewed to determine the propriety of establishing a leader position.

b. Exclusions

(1) Employees who in performing their own work are assisted by helpers, laborers, or other lower grade level workers.

(2) When the work personally performed by the leader exceeds the grade level that would be assigned based on the work performed as the leader.

(3) Positions that meet the requirement for supervisory allocation.

c. Titles and Codes. Jobs covered by this standard shall be identified by adding the "Lead" prefix to the job title of the occupation that the leader technically leads. For example: Lead Computer Clerk, AS-335-6, Lead Recreation Assistant, PS-189-6. Where the final grade of the leader position is based on its nonleader work, and that work is allocated higher than allowed by this standard, the position shall be classified and evaluated as a nonleader position. However, the Lead prefix may be left in the title as appropriate. Documentation for the record in this instance is advisable.

d. Range of Responsibility. Leaders are accountable to supervisors for:

(1) Passing on to other workers the instructions received from the supervisor and getting the work started.

(2) Working along with other employees and setting the pace.

(3) Demonstrating proper work methods.

(4) Assuring that needed material is available or is obtained.

(5) Obtaining needed information or decisions from supervisors on problems that occur during the work.

(6) Maintaining a current knowledge of and answering questions on procedures, policies, written instructions and other directives.

(7) Ensuring that there is enough work to keep everyone in the work crew busy.

(8) Checking work while in progress and when finished to ensure that the supervisor's instructions on work sequence, procedures, methods, and deadlines have been met.

(9) Urging or advising other employees to follow instructions received from supervisors, and to meet deadlines.

(10) Ensuring that safety and housekeeping rules are followed.

(11) Reporting to supervisors on the status and progress of work, and causes of delays.

(12) Answering supervisor's questions on overall work operations and problems.

Under this standard, leader jobs are graded by adding one grade to the grade of the base level of nonsupervisory work led. If the base level of nonsupervisory work led is AS-7 or PS-7, the leader job must be classified in the UA, category, in accordance with job-grading standards for this category.

3. Grade Evaluation Guide for Supervisors in AS and PS Positions

a. Coverage. This standard is used to grade jobs that involve supervision of three or more employees in occupations in the AS or PS categories.

b. Range of Responsibility. Supervisors are accountable to management for the quantity and quality of the work done and for assuring efficient and economical work operations. They are responsible for the following:

(1) Assigning, directing, and reviewing the work of subordinates and evaluating their work performance.

(2) Approving or disapproving sick leave, annual leave, or other absences from work.

(3) Planning, scheduling, and coordinating work operations.

(4) Solving problems related to the work supervised.

(5) Determining material, equipment, and facilities needed.

(6) Explaining and gaining the support of subordinates for management policy and goals (for example, cost reduction);

(7) Working to achieve the objectives of DoD Component-wide programs and policies, such as labor-management relations and equal employment opportunity; and

(8) Dealing effectively with employees and union representatives on employee suggestions, complaints, grievances and other matters.

c. Jobs Not Covered by this Standard

(1) Jobs in which the incumbent is responsible for leading other workers and for assuring that work assignments are carried out as described in the separate grading standard for working leaders. Such leaders are not accountable, as are supervisors, for planning, scheduling and directing work operations; evaluating and rating subordinates on their work performance; and other supervisory duties to ensure that the work of subordinate employees meets standards of quantity and quality.

(2) Jobs in which the incumbent performs duties of a managerial or executive nature in the UA category. (Such positions are classified in accordance with the OPM "Position Classification Standards for General Schedule (GS) Positions" (reference (h)) and applicable DoD classification guides).

d. Titles and Codes. Jobs covered by this standard are identified by using the series code and adding the word "Supervisor" to the job title of the occupation reflecting the base level of nonsupervisory work supervised.

e. Grading Supervisor Jobs. Under this standard, supervisory jobs are graded by adding two grades to the grade of the base level of nonsupervisory subordinate worker. If the base level of nonsupervisory subordinate worker is AS-6 or 7 or PS-6 or 7, the supervisor job must be classified in the UA category, in accordance with job grading standards for this category.

f. Determination of Base Level of Work. This factor considers the level and complexity of the work operations supervised and their effect on the difficulty and responsibility of the supervisor's position.

(1) In determining the base level of work performed, consideration must be given to all work that affects the difficulty of the supervisor's job. This includes all operations for which the supervisor is held accountable by management for the quantity and quality of work done. Therefore, credit shall not be given for those work operations when the supervisor is not responsible for the technical as well as administrative aspects of the work.

(2) The base level of work will be the highest level of nonsupervisory work under the direct technical and administrative supervision of the position being evaluated when such work represents a significant portion of the total subordinate population (approximately 25 percent).

Note: When determining the base level, exclude any work for which the grade level of the subordinate position is based on a high degree of independence or when the incumbent of a position performs work as an assistant or leader. In some instances, a portion of the work force may be in a training status and the full performance level not achieved. In such cases, a constructed grade level may be determined that represents the full performance level.

g. Comparison of Duties and Responsibilities for Nonsupervisory, Leader, and Supervisory Positions. The following table will assist users in determining the differences between leader and supervisory positions. Note that nonsupervisory employees may periodically perform leader or supervisory type duties and responsibilities during emergencies or for other short-term periods. However, the intent of this standard is to allow allocation to the leader level for positions that contain leader duties and responsibilities as a continuing requirement.

EMPLOYEE	LEADER	SUPERVISOR
Full performance of work for which qualified.	Relays instructions from supervisor.	Plans and schedules work.
Provides day-to-day advice and guidance to lower grade and less experienced employees.	Gets the work started.	Determines performance standards, and evaluates employees' performance.
Works as senior project or team leader on temporary assignments at higher grade (not to be used as base level for leader or supervisor).	Sets work pace.	Effects hiring, promoting, motivating, disciplining, and separating employees.
Works at level above full performance based on personal expertise (not to be used as base level for leader or supervisor).	Demonstrates work methods and provides work-related guidance.	Counsels and coaches employees.
Assumes leader or supervisory duties on an emergency or intermittent short term basis.	Ensures that worksite materials and tools are available.	Supports Equal Employment Opportunity (EEO) Affirmative Action program.
	Checks with supervisor on problems.	Approve leave.
	Checks on work and meets productivity goals.	Meets with employee representatives.
	Ensures employees follow security, safety and housekeeping rules.	Preponderance of time supervising (80 percent).
	Conducts on-the-job training and instructions.	
	Performs supervisory duties in an emergency or other short-term and nonrecurring basis.	

4. Supervision of AS and PS 6 or 7 Level Work (to be issued)

5. Effect of Reduction in Number of Employees Supervised in the Classification of Supervisory and Managerial Positions

a. Some supervisors and managers are under the impression that the grades of their positions are based exclusively on the number of people supervised and that a reduction in this number that results from their own effectiveness may automatically downgrade their positions. On the contrary, a reduction in the size of the assigned work force does not adversely affect the supervisory position; in fact, provisions exist to reward supervisors and managers for accomplishing their duties and responsibilities in an efficient and productive manner.

b. The Supervisory Grade Evaluation Guide (SGEG), which is used to evaluate supervisory duties and responsibilities across UA occupational lines, describes 10 or more different aspects of supervisory work that must be considered in determining the grade level of a supervisory position. The evaluation factors included in the SGEG consider elements such as the complexity and scope of supervisory duties, the level of responsibility delegated to the supervisor, the nature and difficulty of the work supervised, and the degree of supervision exercised. Additionally, the SGEG includes special adjustment factors that provide for appropriate consideration of certain aspects of supervisory positions not considered in the other evaluation factors. Accordingly, position classifiers must carefully interpret all of these factors in order to effectively evaluate the worth of the total position. Similarly, managers must adhere to the principles of good position management in order to establish an effective and efficient organizational and position structure.

c. Although the number of employees supervised shall be considered in determining a supervisor's grade, this consideration is made in conjunction with an evaluation of many other factors that measure equally important aspects of the supervisory position. Accordingly, sound classification judgment must be exercised in reevaluating the position of a supervisor whose effectiveness in directing work operations has resulted in a decrease in the number of employees supervised. The final grade of a supervisory position shall be based on an evaluation of the total position and on the relationship of each factor to the overall worth of the duties and responsibilities assigned to the position. It is important that program managers clearly understand the provisions and concepts that affect the classification of supervisory positions and that are set forth both in the law, and in the SGEG, or other specific standards.

B. PATRON SERVICE JOB-GRADING STANDARDS

TITLE	SERIES	PAGE
Announcer	PS-1081	4-8
Cashier-Checker	PS-2091	4-9
Child Care Attendant	PS-0189	4-10
Club Operations Assistant	PS-0189	4-13
Customer Services Clerk	PS-2091	4-15
Department Supervisor	PS-2091	4-18
Desk Clerk	PS-1176	4-20
Exchange Detective	PS-0083	4-21
Identification Checker	PS-0085	4-22
Lodge Host	PS-1173	4-23
Mobile Sales Clerk	PS-2091	4-24
Package Store Clerk	PS-2091	4-25
Parking Lot Attendant	PS-0085	4-26
Personal Services Clerk	PS-2091	4-27
Photographer	PS-1060	4-29
Recreation Aid/Assistant	PS-0189	4-30
Retail Annex Operator	PS-2091	4-39
Retail Shift Operator	PS-2091	4-40
Sales Clerk	PS-2091	4-42
Security Guard	PS-0085	4-44
Snack Bar Operator	PS-2091	4-45
Ticket Seller	PS-2091	4-46
Usher	PS-0189	4-47
Visual Merchandiser	PS-1010	4-48

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
ANNOUNCER PS-1081-5

DUTIES AND RESPONSIBILITIES:

At this level, the employee:

-Performs announcing functions on the radio in one or more of the following areas:

Announces programs of musical recordings, commenting on the music and other matters of interest to the audience, such as weather, time of day, traffic conditions, and public service announcements.

Broadcasts impromptu descriptions of local sporting events during actual observation or repeats information telegraphed to station. May interview local sports or public personalities during or at the conclusion of the event.

Broadcasts news/sports/weather from news copy.

-Operates control board or recording machines as required.

-Assists in writing scripts and news copy.

-Maintains required records pertaining to programs and program content.

SUPERVISORY CONTROLS:

Assignments are specific and detailed. Supervisory instructions cover scope and content with limited opportunity for creativity.

Note: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established PS-5 grade level with the rationale for the grade selected documented and attached to the position desciption.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CASHIER-CHECKER PS-2091-2

DUTIES AND RESPONSIBILITIES:

Cashiers-Checkers PS-2 check merchandise; ring up the sale on a cash register; accept money; and make change. They bag or wrap the items purchased and staple the cash register ticket to the bag or wrapper. Incumbents check merchandise for ticket switching, unmarked items, and damaged merchandise. Cashiers-Checkers PS-2 provide management with information concerning customer requests, complaints, price-marking problems, condition of merchandise, time of maximum and minimum patron traffic, fast- or slow-moving items, and the arrival of important visitors. Incumbents may sell merchandise items located at checkout points. These items are typically small and are stocked in racks or hanging containers (for example, cigarettes and candy).

Cashiers-Checkers PS-2 are assigned to installation cafeterias or snack bars. The incumbents are stationed at the end of cafeteria serving lines or at snack bar counters. Duties consist of ringing up food, beverage, and merchandise by individual item; totaling the sales; receiving money; and making change. Cashiers-Checkers may sell food and merchandise items such as prepackaged snacks, cigarettes and candy. Incumbents may perform related food service duties, such as setting up the serving line and refilling beverage dispensers.

Cashiers-Checkers PS-2 work at the cashier's booth or counter. They receive patrons' meal checks, total the sales on cash registers, receive money, and make change. They may also process credit card transactions.

SUPERVISORY CONTROLS:

Work is performed independently; however, supervisory assistance is provided in unusual circumstances.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CHILD CARE ATTENDANT PS-0189-0

CHILD CARE ATTENDANT PS-0189-1:

DUTIES AND RESPONSIBILITIES:

This level of work is intended to encompass strictly routine day-to-day child care responsibilities under close supervision.

Incumbent responsibilities include

-keeping babies dry and fed and supervising play periods of older children.

-putting children in bed for naps and watching over them while they sleep.

-assuring cleanliness of children and surrounding play areas. Sanitizing nursery equipment and toys as required. May wash linen and diapers.

-assisting, perhaps, in the preparation of simple meals consisting of sandwiches and canned or frozen foods.

SKILLS AND KNOWLEDGE:

Must be familiar with policies and procedures established at the child care center with respect to discipline, fire safety, and first aid.

SUPERVISORY CONTROLS:

The supervisor makes specific assignments that are accompanied by clear, concise instructions. The incumbent works as instructed and consults with the supervisor on matters not covered by initial instructions.

PHYSICAL DEMANDS:

The work requires long periods of standing and walking with recurring bending, crouching, and similar activities. Child Care Attendants are required to regularly lift children weighing up to 40 pounds.

CHILD CARE ATTENDANT PS-0189-2

DUTIES AND RESPONSIBILITIES:

Child Care Attendants regularly perform a number of tasks associated with the care of children. Included are

-receiving children from parents; this requires the notation of any special instructions that the parents may provide.

-supervising children during playtime, ensuring that the play area and equipment are free from danger.

CHILD CARE ATTENDANT PS-0189-2: (cont'd)

-feeding children during meal periods.

-ensuring that children remain clean during play periods and that play area, equipment, and toys are safe and sanitary.

-may wash, dry, fold, and store bed linens, blankets, and diapers.

-may prepare simple meals consisting of heating frozen or canned foods or making sandwiches.

-may occasionally participate in conferences between parents and manager of the child care center in order to provide information concerning a problem the child is experiencing at the center.

SKILLS AND KNOWLEDGE:

-Must be thoroughly familiar with policies, procedures, and techniques employed within the child care center.

-Be capable of determining when a child is sick, and alerting the supervisor to the condition in order to isolate the child and avoid the spread of contagious diseases to other children in the center.

-Be familiar with techniques of consoling a frightened or injured child.

-Understand the technique of disciplining children (that is, when it is needed, how to administer it, and possible alternatives).

-Be familiar with first aid and fire safety procedures.

SUPERVISORY CONTROLS:

The Child Care Attendant uses initiative in carrying out daily assignments independently; however, supervisory assistance is readily available when unusual situations arise.

The supervisor spot-checks work in progress to assure compliance with accepted work practices.

PHYSICAL DEMANDS:

The work requires long periods of standing and walking with recurring bending, crouching, and similar activities. Child Care Attendants are required to regularly lift children weighing up to 40 pounds.

CHILD CARE ATTENDANT PS-0189-3

In addition to the skills and knowledges required to perform the basic child care duties outlined at the PS-2 level, attendants at the PS-3 level are involved in a child development program intended to teach the children independence and prepare them for school. This developmental program is not an incidental function. The attendant's involvement must be on a regular and recurring basis and must be fundamental to the overall assignment.

CHILD CARE ATTENDANT PS-0189-3: (cont'd)

INFANTS/TODDLERS:

6 weeks to 3 years: Because these age groups are not capable of effective verbal communication, the attendant must anticipate the child's wants and needs. These most often include:

-Physical: changing diapers, feeding, and providing nap, exercise, and play periods.

-Emotional: ensuring that each child feels secure and protected by holding and talking to the child.

-Developmental: encouraging infants to crawl, walk, talk, and imitate. Assisting infants in obtaining the coordination required for self-feeding and cup-training as well as teaching them when and how to use the toilet.

-Social: showing children how to share and to settle arguments, eating etiquette, courtesy, sanitary aspects of bodily functions, and other social customs.

PRE-SCHOOL:

3 to 6 years: The emphasis for this age child changes from almost entirely physical and emotional care to more of a developmental and training program. This program is intended to orient the child to organized, creative learning experiences. Children are taught to interact with their peers, sharing toys and equipment. They are instructed in the technique of tying shoes and using buttons and zippers. They are taught to pick up the toys in the playroom and outdoor areas and to put them in their proper place.

SKILLS AND KNOWLEDGE:

The Child Care Attendant must be capable of carrying out scheduled activities within the overall activity period plan established by tne supervisor, which is intended to expose children to numbers, letters, arts and crafts, and simple organized games. Attendants read to children and provide musical experiences through record-playing, sing-alongs, and dancing. Attendants must remain alert to the degree of independence and assertiveness displayed by each child in order to recommend promotion to a more advanced group.

SUPERVISORY CONTROLS:

The employee carries out daily assignments independently, planning activities within prescribed limits and handling problems in accordance with accepted practices. The supervisor is available to resolve situations that have no precedent.

PHYSICAL DEMANDS:

The work requires long periods of standing and walking with recurring bending, crouching, and similar activities. Child Care Attendants are required to regularly lift children weighing up to 40 pounds.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CLUB OPERATIONS ASSISTANT PS-0189-0

GENERAL STATEMENT:

This standard shall be used to classify positions whose duties include the supervision of a club operation in the absence of the Club Manager/Assistant Manager at night or on weekends. This work requires the coordination of a number of activities, such as dining room, kitchen, and bar facilities, party catering, and bingo. Some knowledge of each functional area supervised is necessary. The work may involve responsibility for two or more activities but less than the entire club when more than one Club Operations Assistant is on duty. This standard replaces the former Duty Officer, PS-0301 standard.

EXCLUSIONS:

Any position requiring full supervisory skills, such as assigning and reviewing work, rating performance, interviewing for employment and discipline, shall be classified by application of the appropriate AS/PS/CT supervisory job-grading standard.

Positions responsible for only one segment of a club operation shall not be evaluated under this standard. These positions are classified within their specific occupational areas; for example, Bartender, Foreman, and Waiter Foreman.

Any position whose paramount requirement is to assist in all aspects of club management. These positions shall be classified in accordance with procedures provided in the DoD NAF Job-Grading Standard for Club/Mess Manager, UA-1101-0.

TITLES:

Jobs covered by this standard presently have a variety of local titles including Duty Officer, Night Manager, and Recreation Assistant. Previously, the official title was Duty Officer; however, it has been determined that this title does not accurately describe the position's duties or responsibilities. Therefore, the title is to be changed to Club Operations Assistant.

DUTIES AND RESPONSIBILITIES:

The incumbent reviews the schedule of functions that are to take place during the assigned shift in order to ascertain what special preparations are required. Ensures that necessary space, supplies and equipment are available and that room arrangements/set-ups are completed. Provides instruction and guidance to all club staff members on functions taking place during their shifts. Works with Waiter Foreman, Bartender Foreman, Caterer, and others to ensure planned events take place as scheduled by the Club Manager.

Ensures adequate manning for special activities as well as routine operations. Ensures that all personnel are fully utilized, requesting additional personnel or releasing unnecessary personnel as the situation warrants.

Monitors operation of entire club or assigned areas of responsibility, periodically checking to identify and resolve problems which may arise. Enforces club rules.

Responsible for issue, receipt, and control of cash boxes. Occasionally makes unscheduled cash counts. Prepares a report of all significant occurrences during the shift.

When working the night shift, incumbent is responsible for assuring that the building is secured, and a fire check is made at end of the shift.

GRADE DETERMINATION:

Grade level determination is based on application of the "Complexity of Operation" and "Complexity of Activities" factors enumerated below.

Care must be exercised to assure that only those operations for which the position is directly responsible be credited for grade determination purposes.

It should be noted that coordination of club functions with functional activity heads (Bartender Foreman, Waiter Foreman, etc.) requires only administrative supervision. Such supervision does not increase the grade of the Club Operations Assistant or decrease grade levels of the activity heads.

Complexity of Operation	Complexity of Activities	Grades PS-4	PS-5	PS-6	PS-7
SMALL	Few	X			
	Several	X			
	Numerous		X		
MEDIUM	Few	X			
	Several		X		
	Numerous			X	
LARGE	Few		X		
	Several			X	
	Numerous				X

(a) Complexity of Club/Mess Operation (Large, Medium, Small) based on

(1) Amount of average total income from all sources:
Large= Over $70,000 per month
Medium= $30,000 to $70,000 per month
Small= Up to $30,000 per month

(2) Number of patrons participating in open mess activities (monthly average), i.e., those who are served.
Large= Over 2500 members/guests participate in activities per month (average).
Medium= 500 to 2500 members/guests participate in activities per month (average).
Small= Up to 500 members/guests participate in activities per month (average).

(3) Number of full-time and part-time employees in work force with part-time employees equated to full-time on basis of hours worked:
Large= A work force consisting of 300 or more personnel.
Medium= A work force consisting of 50 to 300 personnel.
Small= A work force consisting of under 50 personnel.

Note: A judgment must be made as to overall complexity of operations. Usually, the size category will be whichever one appears at least twice. In any case, the reasons used in making the judgment are to be recorded in the evaluation statement.

(b) Complexity of Activities

One of the most important factors contributing to the complexity of a Club Operations Assistant position is the type of activities provided by the Club. Routine activities do not present the same degree of complexity that activities of a special nature do, in terms of initiative in planning, scheduling, and carrying out such special activities for a club. In addition, the number and frequency of such activities also contribute to the complexity of the club operation. These activities are

1. Formal banquets and private parties, including receptions.
2. Catering outside club.
3. Professional entertainment.
4. Bingo.
5. Self entertainment, such as fashion shows and beauty contests.
6. Others requiring initiative in planning and scheduling.

To be considered in the evaluation, a special activity must occur as a minimum at least once every 3 months. At least one of the continuing activities must occur in each job. If not present, consideration is to be given to assigning position to the next lower group, that is, from several to few. For grade determination purposes, the complexity of activities shall be as follows:

1. Few - up to 3
2. Several - 4 - 5 - 6
3. Numerous - 7 or more.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CUSTOMER SERVICES CLERK PS-2091-0

CUSTOMER SERVICES CLERK PS-2091-4:

DUTIES AND RESPONSIBILITIES:

Customer Services Clerks PS-4 perform less than the full range of customer services duties as described at the next grade level. Incumbents of these positions are typically assigned to large customer services operations which require the full-time services of an employee to work in one of more areas of the total Customer Services Program. These employees may perform gift wrapping duties, accomplish layaway sales, assist a higher-grade Customer Services Clerk in handling special orders, make keys, provide personalized greeting cards, stationery and flower service and provide other similar services.

Customer Services Clerks PS-4 do not have responsibility for the complete Customer Services Program. They serve as assistants or perform work in a limited number of the total services. They refer customer complaints and requests for refunds and adjustments to a higher-grade Customer Services Clerk for resolution. Incumbents of these positions are not responsible for preparing vendor purchase orders, preparing merchandise requests for submission, maintaining documentation of sales and orders, or corresponding with vendors and customers.

SUPERVISORY CONTROLS:

The incumbent works under the direct supervision of a higher-grade employee with assistance readily available in the performance of new or unusual tasks.

CUSTOMER SERVICES CLERK PS-2091-6

DUTIES AND RESPONSIBILITIES:

Customer Services Clerks PS-6 perform the full range of duties involved in the total Customer Services Program. These employees provide the special order, layaway, gift-wrapping, refund, and adjustment services and any other authorized services approved by management.

Incumbents perform the following duties:

SPECIAL ORDER SERVICE:

Customer Services Clerks provide the customer with special order catalogs and assist in selecting merchandise as requested. Incumbents assist customers in determining the cost of the proposed purchase to assure that they are aware of distributor markups, shipping costs, and other pertinent information. These employees are responsible for ensuring that special orders are accepted only for items of merchandise authorized and within the prescribed price limitations.

CUSTOMER SERVICES CLERK PS-2091-6: (cont'd)

Incumbents at this level are responsible for maintaining all actions and notations in an open special order file. They accomplish necessary vendor follow up action and notify customers of merchandise arrival.

In cases where merchandise is refused by the customer, the Customer Services Clerk contacts the vendor and arranges for the return or exchange of the merchandise.

LAYAWAY SERVICE:

Incumbents receive the merchandise to be placed on layaway; prepare the layaway ticket and attach it to the merchandise; accept and ring up the initial deposit; and give one copy of the layaway ticket to the customer and file the duplicate copy for future use. Incumbents are responsible for advising customers of payment plan dates and for collecting interim and final payments. They notify customers of delinquent payments and return merchandise to the sales area when payments are not made.

REFUNDS AND ADJUSTMENTS:

Incumbents ensure that the policy "satisfaction guaranteed" is achieved by extending courtesy and assistance to all customers and making refunds or adjustments on all merchandise in cases of customer dissatisfaction. Incumbents arrange for repair or replacement of defective merchandise.

GIFT-WRAPPING SERVICE:

Incumbents wrap gifts or supervise lower-grade personnel in the performance of gift-wrapping duties. They ensure that wrapping procedures, prices charged, and materials used are in conformance with established guidelines.

DEFERRED PAYMENT PLAN:

Incumbents process deferred payment plan transactions for authorized military personnel who wish to purchase uniform items. These employees advise the customer of payment due dates and maintain control documents until final payment is made.

Customer Services Clerks may assist management in the administration of customer relations programs. Incumbents may also administer agency-type agreement services.

Duties also include performing information clerk services to store customers and providing authorized information by telephone.

Other duties may include the sale of personalized greeting cards and stationery and providing flower and telegram services. Hunting and fishing licenses may be sold by the incumbent. Incumbent may also provide key-making services, car/television rental, and film-processing services.

CUSTOMER SERVICES CLERK PS-2091-6: (cont'd)

SUPERVISORY CONTROLS:

Duties are performed independently with little supervisory assistance.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
DEPARTMENT SUPERVISOR PS-2091-7

DUTIES AND RESPONSIBILITIES:

Department Supervisors assist customers in selecting merchandise and answering questions in regard to merchandise location, manufacturer, quality, use, and price. They resolve customer complaints and arrange adjustments or refunds and answer sensitive questions regarding established policy, type of merchandise available, price limitations, and identification requirements.

At this level, employees supervise and train an assigned staff of supervisory and nonsupervisory sales personnel. They provide instruction in selling methods, customer assistance, stock replenishment, counting and ordering merchandise, housekeeping, and maintenance of accountability. They ensure that Sales Clerks accomplish their duties efficiently and in accordance with established policies and procedures. Incumbents counsel employees and advise and assist management in related matters of personnel administration.

Department Supervisors are responsible for accomplishing maximum merchandising of items in one or more departments. They personally accomplish or supervise work in the following retail areas.

-MERCHANDISE PRESENTATION:

Setting up displays; maintaining displays; ensuring that stock is correctly and neatly arranged according to size, color, and brand; and assuring proper stock rotation to preclude the sale of old or shopworn merchandise.

-ACCOUNTABILITY AND SECURITY:

Maintaining stock control records; monitoring merchandise transfers and stock ccunts to preclude document accountability errors; assisting in the supervision of inventories; advising management of suspected or reported shoplifting incidents; and enforcing fire and safety requirements in an assigned area.

-MAINTENANCE OF IN-STOCK CONDITION:

Monitoring the preparation of branch requirements reports; ensuring timely and accurate stock counts; submitting emergency requisitions as required; advising management of irregular stock levels; and proposing solutions.

-HOUSEKEEPING:

Inspecting stock, fixtures, and floors in an assigned area and instructing employees in the proper correction of deficiencies.

-PROMOTIONAL SIGNING:

Originating promotional signs in coordination with sales and special events; submitting signs for management approval; instructing employees in proper use and display of signs; and replacing signs as required.

DEPARTMENT SUPERVISOR PS-2091-7 (cont'd)

-PRICING:

Checking prices on merchandise to ensure that amounts listed are correctly marked and all merchandise has a price tag or label firmly attached and instructing employees in price-marking procedures when corrections or changes are required.

Incumbents are frequently called upon to provide full technical advice relating to the merchandising of retail items within their area of responsibility. Department Supervisors are called upon to assist in solving problems of store operations; to assist in formulating new operations plans; and to implement assigned plans.

Department Supervisors are responsible for the complete training of employees assigned to their departments. Training includes the initial orientation of new employees; on-the-job training; group-study course training; and special training (for example, seasonal clothing clinics and procedural changes).

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
DESK CLERK PS-1176-3

DUTIES AND RESPONSIBILITIES:

-Registers guests and assigns rooms.

-Issues room key and, as required, escorts guests to rooms.

-Date stamps, sorts, and racks incoming mail and messages.

-Transmits and receives messages, using equipment such as teletype, telephone, and switchboard.

-Calculates and posts all charges to patrons' accounts and balances totals with control records.

-Completes housekeeping reports.

-Keeps records of rooms occupied and guests' accounts; presents statements to departing guests; and receives payment for room charges.

-Makes and confirms reservations.

-May sell convenience items, such as tobacco, candy, and newspapers.

SUPERVISORY CONTROLS:

The work is performed independently, with supervisory assistance provided as necessary.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
EXCHANGE DETECTIVE PS-0083-5

DUTIES AND RESPONSIBILITIES:

Exchange Detectives maintain continual surveillance throughout retail, food, and service selling and stockroom areas to prevent or detect shoplifting or other illegal/dishonest acts. They attempt to detain suspected individuals until the arrival of proper authorities and prepare required reports relating to illegal incidents.

Incumbents periodically review merchandise to insure proper pricing; check fitting room controls; check internal and external physical security; scrutinize employees' activities to detect pilferage or collusion; and monitor electronic shoplifting detection devices, where installed.

SUPERVISORY CONTROLS:

Exchange Detectives operate under general supervision and act authoritatively on matters under their cognizance. However, supervisory assistance is available in unusual or complex situations.

DoD NAF PATRON SERVICES
JOB GRADING STANDARDS
IDENTIFICATION CHECKER PS-0085-1

DUTIES AND RESPONSIBILITIES:

Incumbents in these positions are assigned to activities where the military commander requires the checking/identifiction of customers in civilian attire prior to entering. These positions may be authorized by NAF management during operating periods, for the purpose of customer entrance and exit surveillance in addition to the checking of identification cards.

Incumbents are required to refuse admittance to individuals who are not authorized privileges. In these situations, Identification Checkers explain the policy regarding authorized patronage and must exercise tact and courtesy in refusing admittance. As dictated by local policy, they enforce local restrictions such as "no-smoking" regulations.

Incumbents may direct customers to selling areas and furnish information regarding the location of merchandise, cashier's cage, manager's office, and customer service area. Incumbents provide information regarding the location of other facilities, such as the base/post/station cafeteria, snack bar, service station, barber shop, concession activities, and recreation facilities.

These employees observe the packages of departing patrons to ensure that purchases have been properly bagged and that large items of merchandise are tagged to indicate that the item was properly purchased. Incumbents may monitor packaging at checkout points to assure that established packaging procedures are being followed.

Identification Checkers shall maintain assigned entrances and/or exits in a clean and orderly manner. They may assist in closing the facility to include checking window and door locks; inspecting the premises for fire hazards; and turning off lights and other electrical equipment.

Incumbents assist sales personnel in the identification and count of merchandise for inventory purposes, as required. These employees may distribute flyers or handouts regarding special events, such as sales and changes in operating hours to incoming and outcoming customers.

SUPERVISORY CONTROLS:

The incumbent receives specific guidance and supervision from higher-grade employees. Assistance is always available in the performance of assigned tasks.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
LODGE HOST PS-1173-7

DUTIES AND RESPONSIBILITIES:

-Ensures the efficient operation of the lodge.

-Maintains registration log of all guests billeted, collects money, and issues receipts for all rooms rented.

-Maintains reservation log of all requests for future occupancy and answers letters pertaining to advance reservations.

-Assigns and escorts guests to their rooms, explains facilities available, and checks rooms for sufficient linens and supplies.

-Provides adequate staffing for all areas of responsibility.

-Keeps records and prepares reports pertaining to the operation.

-Maintains custody of supplies, furniture, and equipment.

-Assists in the procurement of supplies and equipment.

SUPERVISORY CONTROLS:

The incumbent performs daily tasks independently, with supervisory assistance available for unusual situations.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
MOBILE SALES CLERK PS-2091-5

DUTIES AND RESPONSIBILITIES:

The Mobile Sales Clerk operates a mobile unit following a predetermined route; applies knowledge of base/post and commercial driving regulations and roads within the prescribed area; and assures the mobile unit's serviceability through inspection of the tires, lights, brakes and gas and oil level. Incumbents may perform emergency repairs or minor maintenance such as changing tires, installing light bulbs, fuses, and tire chains. Operators ensure that prescribed routes are followed and that scheduled stops are made on a timely basis.

RETAIL AND FOOD SERVICE:

The Mobile Sales Clerk sells food snack items and limited retail items to authorized customers. Food items normally consist of hot and cold beverages, wrapped sandwiches, pastries, frankfurters, and hamburgers. Retail items include primarily essential items and cigarettes, candy, and gum.

Mobile Sales Clerks ensure that standard prices and portions are applied and that a clearly visible price list or menu board is available to customers. They requisition food and retail items on a daily basis; stock the mobile unit daily; assure that adequate stock levels are on hand to meet anticipated daily demands, collect money, ring the register, and make change; maintain a change fund; count daily cash receipts, maintain food/retail merchandise stock records; and prepare daily reports.

Mobile Sales Clerks observe and comply with sanitation, fire, safety, and security regulations and procedures and perform routine cleaning necessary for the sanitary operation of the mobile unit. Mobile Sales Clerks serving food items are required to pass a food handlers physical examination.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
PACKAGE STORE CLERK PS-2091-2

DUTIES AND RESPONSIBILITIES:

-Checks merchandise for proper price marking; rings up the sale on a cash register; receives money, checks, or charges for purchases; and makes change for the customer. Also ensures that all checks and charge slips are properly filled out and endorsed. Completes sale by bagging the items purchased unless baggers are available.

-Ensures availability of a correct master copy of all prices and codes of merchandise. Verifies that customer's name does not appear on dishonored check list.

-Provides management with information concerning customer requests, complaints, price-marking problems, damaged merchandise, and fast- or slow-moving items.

-May answer questions as to location and brands or items in stock. Ensures that all policies pertaining to the sale of alcoholic beverages and cigarettes are complied with and that merchandise is sold only to authorized personnel.

-Assists in periodic inventories as well as in stocking shelves. Assists in maintaining cleanliness and general appearance of store.

SUPERVISORY CONTROLS:

Incumbents follow specific guidelines and directions provided by the Package Store Manager or other higher-grade employee.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
PARKING LOT ATTENDANT PS-0085-1

DUTIES AND RESPONSIBILITIES:

The incumbent serves as a parking lot attendant, and patrols the parking lot to prevent thefts from cars. The Incumbent shall be tactful and courteous in denying admission to those not eligible to use the parking lot.

SUPERVISORY CONTROLS:

The incumbent follows specific instructions governing use of the parking lot.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
PERSONAL SERVICES CLERK PS-2091-0

PERSONAL SERVICES CLERK PS-2091-1:

DUTIES AND RESPONSIBILITIES:

The Personal Services Clerk PS-1 assists a higher-grade employee in the operation of a coin-operated laundry and dry-cleaning activity. The incumbent advises customers in the proper use of all equipment; assists and advises customers in the use of detergents and cleaning agents, loading of laundry and dry cleaning machines, and spotting techniques; and operates dry cleaning and pressing equipment, as required. The attendant maintains required sanitation and cleanliness of the facility and machines; cleans and wipes interior and exterior surfaces of washers, dryers, dry cleaners, and steam presses; removes accumulation of lint and dirt from all moving parts; removes and cleans screen from clothes dryers; and, during the supervisor's absence, removes, cleans, and replaces the filter cartridges of dry-cleaning machines as prescribed by the manufacturer.

PICK-UP-POINT ACTIVITY:

The Personal Services Clerk assists a higher grade employee in the operation of a laundry and dry-cleaning pick-up-point activity. The incumbent waits on customers and accepts laundry, dry cleaning, garments for tailoring, and shoes for repair; and assembles, marks, bags, and places on racks those items returned from the processor. The incumbent inspects garments for tears and rips, burns or scorch marks, worn or frayed material, broken zippers, and missing buttons prior to processing and may perform the same inspection upon return of the garment from the processor. Garments received from the processor that do not meet quality standards are reported to the supervisor. The incumbent maintains required cleanliness of the activity and complies with fire, safety, and security regulations.

SUPERVISORY CONTROLS:

After initial orientation, the incumbent performs tasks with little supervisory assistance. However, for new or unusual assignments, assistance is readily available.

PERSONAL SERVICES CLERK PS-2091-2

DUTIES AND RESPONSIBILITIES:

The Personal Services Clerk PS-2 performs the same duties in the operation of a coin-operated laundry and dry-cleaning service as listed for the PS-1 incumbent. Additional responsibilities assigned at this grade level include maintaining of a cash/change fund, resolving minor customer complaints, and making adjustments; opening and closing the activity in accordance with established operating hours; and supervising one or two lower-grade Personal Services Clerks, as may be required.

PERSONAL SERVICES CLERK PS-2091-2: (cont'd)

PICK-UP-POINT ACTIVITY:

The Personal Services Clerk PS-2 performs the same duties in the operation of a laundry and dry-cleaning pick-up-point service facility as listed for the PS-1 incumbent. In addition to the duties listed at the lower grade level, the Personal Services Clerk PS-2 maintains a cash fund and counts cash receipts; conducts inventories; resolves minor customer complaints and makes adjustments; and opens and closes the activity in accordance with established operating hours. The incumbent may also supervise one or two lower-grade Personal Services Clerks.

SUPERVISORY CONTROLS:

The incumbent performs assigned tasks independently, with little supervisory assistance.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
PHOTOGRAPHER PS-1060-6

DUTIES AND RESPONSIBILITIES:

-Takes portrait, group, and news photographs using a variety of photographic equipment. For portrait photographs, ensures that background and lighting are adjusted properly.

-Advises customers of cost and delivery time.

-Keeps photographic supplies and equipment in good repair. Assumes responsibility for security of equipment.

-Maintains adequate stocks of photographic supplies and initiates requisitions to replenish stocks.

-Maintains cleanliness in the work area.

-Determines charges for finished work and may accept payment.

SUPERVISORY CONTROLS:

The incumbent performs assigned tasks independently with supervisory review of completed assignments for acceptability of results and quality of finished product.

Note: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established PS-6 grade level, with the rationale for the grade selected documented and attached to the position description.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
RECREATION AID/ASSISTANT PS-0189-0

GENERAL STATEMENT:

This series covers positions containing limited aspects of recreation work in NAF recreation activities. Such work requires a practical understanding of one or more arts and crafts, sports, community centers, youth centers, or other recreational activities and skill in the maintenance and use of related materials and equipment.

EXCLUSIONS:

-Positions for which the paramount requirement is a professional knowledge of the principles and techniques of recreation for the purpose of evaluating the needs or desires of program participants, and planning, organizing and administering recreation activities. (See OPM Position Classification Standards (PCS) for Recreation Specialist, GS-188, in OPM "PCS" (reference (h)) for UA grade level determination.)

-Positions concerned with instructing in a recreational craft, hobby, or sporting activity when the essential qualification for the performance of these duties is a knowledge and understanding of the principles and techniques of instruction. (See OPM PCS for Instructor positions, GS-1712 in reference (h) for UA grade level determination.)

-Positions that include as a paramount requirement skills in a recognized trade or craft that is, automotive repair, carpentry, electronics, or other similar activities). (See FPM Supplement 512-1 reference (f).

-Positions for which the paramount requirement is the care and development of children in the absence of their parents. (See DoD NAF Job Grading Standard for Child Care Attendant, PS-0189.)

TITLES:

Positions covered by this standard shall be titled in accordance with the following:

RECREATION AID - positions evaluated at the PS-4 level or below.

RECREATION ASSISTANT - positions evaluated at the PS-5 level or above.

A parenthetical suffix may be used for Recreation Aid and Recreation Assistant positions at the PS-4 level and above when it is believed that a clearer distinction of the kind of work performed is necessary, for example Recreation Aid (Bingo) or Recreation Assistant (Youth Center). In some circumstances, a Recreation Aid position at the PS-3 level may require particular skills or qualifying experience, as in the case of Lifeguard positions. In those cases, a parenthetical suffix may be used for PS-3 positions (for example, Recreation Aid (Lifeguard)).

RECREATION AID/ASSISTANT PS-0189-0: (cont'd)

GRADE LEVEL DETERMINATION:

The example of work assignments contained in this standard are only illustrative of each grade level and are not all inclusive.

Positions that meet minimal supervisory position criteria for supervisors shall be graded and titled by reference to the DoD job-grading guide for supervisors over AS and PS positions.

RECREATION AID PS-0189-1:

SUPERVISORY CONTROLS:

New work assignments, procedures, or conditions are thoroughly explained by the supervisor. Once assignments have been learned, employees may work without continuous supervision at the work site, but a supervisor is always available to provide advice and assistance.

DUTIES AND RESPONSIBILITIES:

-Performs a limited variety of simple, repetitive duties in a hobby or craft shop or other recreational environment (for example, gymnasium, sports field, or golf course).

-Issues readily recognized or marked items (such as golf clubs, tennis rackets, oars, and other sporting equipment, tools, and life preservers) to authorized patrons. Checks for proper patron identification prior to issue and obtains signature for items.

-Receives loaned-out items; visually inspects them for obvious damage and completeness and notifies patron and supervisor of damaged items. Cleans and returns items to proper storage area.

-Performs general housekeeping duties, such as sweeping, dusting, arranging chairs, tables, and disposing of trash. May operate household-type washer and dryer to clean and dry athletic equipment.

RECREATION AID PS-0189-2:

SUPERVISORY CONTROLS:

New work assignments, procedures, or conditions are thoroughly explained by the supervisor. Once assignments have been learned, employees may work without direct, continuous supervision at the work site, but advice and assistance is readily available when unusual or difficult problems arise.

DUTIES AND RESPONSIBILITIES:

-Performs a variety of routine duties in a hobby or craft shop or in other recreational environment such as a gymnasium, sports field, or golf course. Recreation Aids at the PS-2 level perform a greater variety of duties than do Recreation Aids at the PS-1 level and have more interaction with participants

RECREATION AID/ASSISTANT PS-0189-2: (cont'd)

in the recreation program. However, for a portion of the time, workers at this level may also perform duties identical to those described at the PS-0189-1 level.

-Answers program participants' questions pertaining to facilities available, hours of operation, eligibility requirements, and similar nontechnical questions. Informs patrons of safety rules and regulations.

-Issues, receives, and sells or rents merchandise, sports equipment, or tools when no specialized knowledge of the operation or use of such equipment is necessary. Maintains a small change fund and may operate a cash register. Keeps inventory records and notes reorder points. Informs supervisor of need to reorder.

-Assists in supervising groups of children in a simple structured or unstructured playground or indoor game room activity. This work primarily involves keeping order, encouraging children to participate in activities, and ensuring their safety.

-In connection with other ongoing activities, the incumbent may assist a higher-grade employee by operating a slide projector, phonograph, or tape recorder.

RECREATION AID PS-0189-3:

SUPERVISORY CONTROLS:

New work assignments are explained in detail and are performed under close supervision. The incumbent works under general supervision, however, guidance and assistance are available when unusual or difficult problems arise.

DUTIES AND RESPONSIBILITIES:

Recreation Aids at the PS-3 level exercise a greater degree of responsibility and independence in working with recreation program participants than do Recreation Aids at the PS-2 level. Incumbents are required to have a basic knowledge of the rules and practices of the recreational activity in which they work.

-Keeps schedules of athletic events or tournaments and posts individual or team scores.

-Accepts reservations for facility use by patrons; collects fees, accounts for money collected, maintains record of material used, number of patrons, and other required information.

-Operates or demonstrates the proper use of simple tools and equipment (for example, power and hand tools, ceramic firing kiln, and black-and-white photo enlarger). Ensures that patrons observe safety rules and regulations.

Assignments include a variety of tasks at a level described below:

RECREATION AID/ASSISTANT PS-089-3: (cont'd)

In a Bowling Facility:

Reserves bowling lanes, rents shoes, provides score sheets, accepts payment, and accounts for cash. Advises patrons of rules and regulations within the bowling facility. May sell bowling equipment and accessories.

In a Bingo Program:

Sells bingo cards and collects and accounts for cash. Ensures that only authorized members play, explains rules to new members, and "calls" bingo game.

In a Swimming Facility (pool or lake):

Continuously observes swimming area to ensure safety of patrons. Rescues swimmers in trouble and promptly administers first aid as needed. Maintains cleanliness of pool, pool decks, and facilities. Periodically checks for chlorine and alkaline content. Alerts supervisor to problems with pool equipment or chemical levels. Incumbent must possess a current Senior Lifesaving Certificate.

In a Community or Youth Center:

In accordance with supervisor's instructions, prepares facility for scheduled activities such as dances, shows, and competitions. Assembles and sets up decorations, assists in preparing and serving refreshments, and ensures that safety rules and regulations are observed. Maintains bulletin boards and provides information to center users about available facilities, activities, and forthcoming events.

RECREATION AID PS-0189-4:

SUPERVISORY CONTROLS:

Work is performed independently, however, supervisory assistance is available when difficult problems arise.

DUTIES AND RESPONSIBILITIES:

Recreation Aids at the PS-4 level are required to have an understanding of the basic purpose of the recreation activity involved and a working knowledge of its rules and practices. Incumbents exercise judgement in applying well-established policies and procedures.

Assignments include a variety of tasks at a level described below:

In a Bowling Facility:

As the Night or Weekend Operator, is responsible for counter control operation that includes assignment of bowling lanes, shoe rental, and collecting and accounting for cash. Sells shoes, bowling balls, and other accessories.

RECREATION AID/ASSISTANT PS-0189-4: (cont'd)

Maintains order and ensures that bowling lanes and patron areas are cleaned before closing. Notes repairs for supervisor's attention and completes necessary reports.

In a Bingo Program:

Responsible for the efficient and orderly operation of bingo games. Prepares the bingo program and sets up bingo prizes, card displays, and equipment. Maintains bingo card and game controls and prepares required reports.

Awards prizes and maintains supply of prizes. Is responsible for securing equipment and supplies upon completion of game and for accounting for cash. May "call" bingo games.

In a Swimming Facility: (pool, lake, or ocean beach)

-Continuously observes swimming area to ensure safety of patrons; rescues swimmers in trouble and promptly administers first aid as needed; and calls for medical assistance when needed. Incumbent must possess a current Senior Lifesaving Certificate. The primary distinguishing factor between pool and lake lifeguards at the PS-3 level and those at the PS-4 level is the independence of operation. (At PS-4, the incumbent is usually a sole guard).

-Awareness of ocean conditions and alerting swimmers to possible rough water or hazards.

-May operate water pumps and control chemical additives to ensure pool water meets specified standards.

-When unsafe environmental or health conditions exist, informs supervisor and recommends closing swimming area until safe conditions prevail.

In a Community or Youth Center:

Responsible for orderly operation of facility during assigned shift. Ensures that only authorized patrons use facility. Accepts reservations for use of facility; coordinates with groups or patrons who plan to utilize facility; and collects and accounts for facility use fees. Checks inventories of supplies and recreation equipment and prepares requisitions for needed expendable items. Ensures that preparations have been made for scheduled activities (for example, that furniture has been arranged appropriately and that needed supplies and equipment are on hand).

RECREATION ASSISTANT PS-0189-5:

The PS-5 level Recreation Assistant may operate under either one of the supervisory controls described below according to the duties performed.

RECREATION ASSISTANT PS-0189-5: (cont'd)

SUPERVISORY CONTROLS:

Recreation Assistants having duties and responsibilities equivalent to those described below operate independently, with supervisory assistance available when unusual situations arise.

DUTIES AND RESPONSIBILITIES:

In a Swimming Facility:

Performs work in a swimming program, including instruction in various swimming styles and basic diving. Performs routine duties of safeguarding swimmers. In the event of a swimming accident, takes appropriate emergency action and completes appropriate accident reports. Enforces water safety rules, and performs water tests. Must possess Water Safety Instructor certificate or equivalent as well as a current Senior Lifesaving Certificate.

In a Bowling Facility:

Ensures the smooth operation of a bowling facility at night or on weekends, including the snack bar, pro-shop, lane assignments, and equipment rental. Ensures the proper operation of the pinsetting equipment and the security of the facility. Prepares reports as required.

OR

SUPERVISORY CONTROLS:

With a supervisor available in the immediate area, the incumbent performs duties at a level of difficulty equivalent to the following.

DUTIES AND RESPONSIBILITIES:

Recreation Assistants at the PS-5 level have a working knowledge of the facilities and equipment available and needed for the recreational activity involved. Incumbents must know the basic techniques of the activity in which they are providing information and guidance.

In an Arts/Crafts Program:

Provides direct advice and guidance to individuals in simple, basic techniques of arts and crafts work such as ceramics, leather, photography, enamel-working, and candlemaking. Provides patrons all available literature, manuals, and other reference material pertaining to the particular art or craft; assists in selecting projects; and advises on necessary supplies, tools, and equipment.

In a Marina Facility:

Provides individual guidance to patrons through demonstration of the basic techniques of sailing and boating and accompanying safety procedures. Instructs patrons in procedures for inspecting boats and equipment for damage,

RECREATION ASSISTANT PS-0189-5: (cont'd)

leaks, or other defects. Demonstrates and assists patrons in the rigging and storage of sails, life preservers, and oars.

In a Community or Youth Center:

Supervises groups of youths in a variety of recreational activities Demonstrates simple dance steps, basic techniques, and rules of athletic games and rules of card games. Sets up and keeps abreast of scheduled events and ensures that activity area is arranged properly for those events. Acts as chaperone when needed.

RECREATION ASSISTANT PS-0189-6:

SUPERVISORY CONTROLS:

Incumbent independently performs tasks without close supervision. The incumbent operates within a framework of well-established policies and procedures with supervisory assistance available in unusual situations. Reference materials pertaining to the incumbent's area of responsibility are readily available.

DUTIES AND RESPONSIBILTIES:

Recreation Assistants at the PS-6 level have a practical knowledge of the recreational area for which they are responsible. The incumbent is able to informally demonstrate the use of equipment associated with the activity. The incumbent applies an understanding of the interest and needs of program participants in carrying out assigned phases of recreation activities.

In an Arts and Crafts Program:

Demonstrates individually to patrons the basic techniques of a hobby or craft such as needlework, ceramics, leatherwork, or photography. The level of technical difficulty involved in performing such demonstrations is similar to that described below:

Ceramics and Pottery

Explains and helps patrons in such procedures as the mixing of clay and glazes, the use of potters wheels, the use of cooling and drying racks, and the application and firing of paints and glazes. This work includes the control and care of supplies and equipment needed for these activities.

Photography

Explains and demonstrates to patrons the fundamental methods, techniques, and procedures involved in the use and operation of such photographic equipment as still and hand-carried motion picture cameras, photographic enlargers, lenses and filters, and flash units. Assists patrons in laboratory work requiring application of basic darkroom methods and techniques. The requirement for basic color film processing work is characteristic of the PS-7 level.

RECREATION ASSISTANT PS-1089-6: (cont'd)

In a Marina Facility:

Performs work in a marina facility, which includes individual instruction in the fundamentals of water and boating safety and inland sailing techniques. This includes basic sailing terminology, pertinent sailing rules (such as Inland Rules of the Road), how to use sails for propelling the craft, and emergency procedures. Ensures that safety procedures, including the use and storage of life preservers and inspection of boats and equipment, are understood by all participants.

In a Community or Youth Activity:

Sets up schedules and facilities for competitive events, including card games, chess and pool tournaments, and sporting events. Arranges for necessary publicity, such as posters, flyers, or newspaper items. Establishes and maintains current schedule of events and maintains and posts team and individual standings. Prepares for special activities such as parties or dances by decorating facility in accordance with the particular function, greeting and registering guests, providing information concerning the facility and the activity, and ensuring that necessary safety and security measures are taken. May perform tasks such as receiving, storing, and issuing supplies and equipment, maintaining inventory records, noting reorder points, and preparing purchase requests for needed materials.

RECREATION ASSISTANT PS-0189-7:

SUPERVISORY CONTROLS:

Recreation Assistants at this level plan and arrange activities using established guidelines and practices. Recreation Specialists or the Facility Manager provides guidance on new or unusual assignments and reviews proposed plans to help make activities more effective.

DUTIES AND RESPONSIBILITIES:

Recreation Assistants at the PS-7 level apply a practical knowledge of all aspects of the specific activities in which they are involved. Incumbents demonstrate the techniques applied in the recreational activity and the tools used. The PS-7 Recreation Assistant differs from the PS-6 Recreation Assistant primarily in the incumbent's responsibility for planning activities, in the variety of activities involved, and in the increased degree of contact with program participants and responsibility for stimulating and maintaining their interest in the activity.

In an Arts and Crafts Program:

Plans and carries out an arts and crafts program. For example, a Recreation Assistant at the PS-7 level might be responsible for operating a ceramics and pottery activity and one or more other activities such as needlepoint,

lapidary, and photography. Explains the operation of various tools and techniques used in completing a variety of selected projects. Arranges for necessary materials, promotes programs, and ensures that participants adhere to safety regulations and that the recreation area is maintained in good order.

In a Marina Facility:

Conducts a sailing program which includes providing opportunities for patrons to become acquainted with the basics of sailing through instruction in sailing techniques. Plans and schedules special events, such as sailing races, and prepares and issues promotional flyers. Ensures that sailing equipment is maintained and that supplies and equipment are available.

In a Community or Youth Center/Activity:

Plans and conducts recurring group activities, such as folk dance lessons. Devises and distributes appropriate publicity materials for the activity and secures and places decorations for the event. Demonstrates dance steps and sequences, "calls" steps and dances, and arranges for live or recorded music. Observes participants' response to the activity and seeks ways of increasing participants' interest and enjoyment.

Works with young people in an outdoor activities program. Provides participants with instruction in camping and nature study to include first aid, trail marking, building and control of campfires, and identification of hazardous plants and animals. Schedules day or longer "camp-outs," publicizes the activity, and arranges for the use of campsites and needed camp equipment.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARDS
RETAIL ANNEX OPERATOR PS-2091-0

DUTIES AND RESPONSIBILITIES:

Under the general supervision of a Retail Manager (Main Store or Branch Store), the Retail Annex-Operator supervises and coordinates all phases of a retail activity annexed to a retail main store or branch store.

The incumbent requisitions merchandise and ensures maintenance of adequate stock levels, proper display, price-marking, and sale of merchandise; the application of correct receipt and pricing procedures; and the maintenance and security of cash, fixed assets, and merchandise inventory.

The incumbent participates in periodic inventories, assures the maintenance of accountable documents, and prepares reports, as required. When subordinate personnel are assigned, the incumbent provides effective training and supervision on all phases of the annexed retail activity's operations.

GRADING CRITERIA:

Retail Annex Operators shall be classified on the basis of average monthly sales. Sales volume data shall be taken from operating or financial statements or from other official documentation, based on the preceding fiscal year sales.

GRADE	AVERAGE MONTHLY SALES VOLUME**
PS-2091-7	$20,401 - $34,000
PS-2091-6	13,601 - 20,400
PS-2091-5	6,801 - 13,600
PS-2091-4	Up to 6,800

NOTE: If responsibility for the work performance of other sales personnel meets the criteria for Leader or Supervisor, the position shall be evaluated by the appropriate job-grading standards. The grade to be assigned shall be the highest grade level warranted.

TITLE: Jobs covered by this standard are to be titled RETAIL ANNEX OPERATOR. In those situations in which the incumbent exercises significant supervisory duties and responsibilities over three or more subordinate employees, the word "Supervisory" will be prefixed to the above title.

**CPI "ALL ITEMS": BASE YEAR 1977

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
RETAIL SHIFT OPERATOR PS-2091-0

EXCLUSIONS:

Positions that involve managing, directing, and supervising a retail activity. Such positions shall be classified according to the standards for Supervisory Retail Annex Operator, Retail Manager (Annex), and Retail Manager (Branch Store). Also excluded are assistant manager positions, which may involve supervising shift operations and managerial responsibilities, including participating in planning and revising internal store organization; deciding overall activity goals and standards; developing local directives; budgeting; and exercising fiscal control. Such positions are to be classified based on the standard for Retail Manager.

DUTIES AND RESPONSIBILITIES:

-Supervises the sale of merchandise at a retail activity during hours not regularly covered by the activity supervisor or manager or assistant manager.

-Ensures the proper display and price-marking of retail items and the adherence to correct receipt and pricing procedures.

-Ensures that adequate stock levels are maintained and requisitions merchandise as required.

-Maintains security of building, cash, fixed assets, and merchandise inventory. May be responsible for opening or closing the activity.

-Supervises and provides on-the-job training of assigned shift employees and modifies employees' work schedules to meet unexpected sales fluctuations. Evaluates employees' performance who are assigned on a continuing basis.

-Ensures compliance with fire, safety, sanitation, and security regulations and procedures.

-Maintains required sales records and accountable documents.

-Participates in taking required inventories.

SUPERVISORY CONTROLS:

Incumbents are directly responsible to the activity supervisor or manager. Policies and procedures provided are specific. The supervisor is readily available by telephone to provide necessary guidance and instructions.

GRADING CRITERIA:

Retail Shift Operator positions are classified according to the average monthly sales volume of the retail activity to which assigned.

RETAIL SHIFT OPERATOR PS-2091-0: (cont'd)

GRADE	Average Monthly Sales Volume***
PS-5	$20,401 - $34,000
PS-6	34,001 - 68,000
PS-7	68,001 - 136,000

Retail activities with operating hours in excess of 40 hours per week rarely exist with average monthly sales volume below $20,401.

TITLES: Jobs covered by this standard shall be titled RETAIL SHIFT OPERATOR. In those situations in which the incumbent exercises significant supervisory duties and responsibilities over three or more subordinate employees, the word "Supervisory" shall be prefixed to the above title.

***CPI "ALL ITEMS": BASE YEAR 1977

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
SALES CLERK PS-2091-0

SALES CLERK PS-2091-1:

DUTIES AND RESPONSIBILITIES:

Sales Clerks PS-1 sell merchandise and assist customers in the selection of merchandise. They advise customers of new or related accessory items. These positions are typically assigned to the self-service selling area. Incumbents assist customers in locating desired merchandise items. They direct the customer to the central check-out point for the conclusion of the sales transaction.

Incumbents at this level may assist in setting up and taking down merchandise displays. Sales Clerks PS-1 request merchandise stocks or pull stocks, sort or prepare them for replenishment of shelves, and then stack merchandise, as required, for attractive presentation. Incumbents may price-mark some items of merchandise prior to stocking them in selling area. Sales Clerks PS-1 perform housekeeping duties, such as cleaning or dusting fixtures and merchandise and sorting and restacking disarranged merchandise.

Sales Clerks PS-1, in some work situations, may occasionally operate cash registers and maintain change funds. At this level, incumbents assist in conducting inventories by performing routine, repetitive tasks such, as prelisting and counting.

Incumbents conduct periodic stock counts to determine branch or department requirements. Sales Clerks PS-1 advise management of out-of-stock or depleted stock conditions, damaged or defective merchandise, customer requests or complaints, and suspected shoplifting.

SUPERVISORY CONTROLS:

The incumbent follows specific guidelines and directions provided by higher-grade employees.

SALES CLERK PS-2091-2:

DUTIES AND RESPONSIBILITIES:

Sales Clerks PS-2 sell merchandise directly to customers when a technical or specialized knowledge of merchandise is not required and advise customers of substitute or related merchandise.

Incumbents record sales on a cash register, prepare written sales slips, make change, and process credit card sales.

Sales Clerks PS-2 display and price merchandise in accordance with instructions, replenish and maintain stock in presentable condition, advise the supervisor of damaged and slow-moving items, assist in taking periodic stock counts, and assist in taking inventories.

SALES CLERK PS-2091-2: (cont'd)

SUPERVISORY CONTROLS:

After initial orientation, the incumbent performs assigned tasks independently. However, supervisory assistance is readily available.

SALES CLERK PS-2091-3:

DUTIES AND RESPONSIBILITIES:

Sales Clerks PS-3 typically work in controlled item areas where the primary work assignment is performing over-the-counter selling of speciality items. These incumbents sell complete lines of speciality merchandise such as jewelry, cosmetics, footwear, military clothing, and photographic equipment.

The speciality merchandise sold by incumbents at this level requires that employees possess technical knowledge of the product and salesmanship abilities that are not normally acquired through brief sales training or through reading the instruction books provided by the manufacturer of the product. For example, Sales Clerks PS-3 demonstrate how to use a particular camera, provide answers to questions concerning technical aspects of the camera, and explain differences between the various brands and models of cameras handled in order to assist the customer in the selection of a product suited to his needs.

The incumbent is primarily responsible for selling merchandise that requires personal assistance. Sales Clerks PS-3 record sales on a cash register, prepare written sales slips, and are generally responsible for maximum merchandising of a specific area, including all phases of merchandise presentation, sales accountability, and merchandise protection.

Incumbents perform housekeeping, stocking, inventory and advisory duties as outlined at the PS-1 level. Sales Clerks PS-3 accomplish daily sales clerk reports and conduct periodic stock counts.

SUPERVISORY CONTROLS:

Work is performed independently with supervisory assistance available for unusual situations.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
SECURITY GUARD PS-0085-2

DUTIES AND RESPONSIBILITIES:

The Security Guard works in a building requiring normal security protection. The Security Guard reports fires and accidents and takes appropriate emergency action (for example, uses fire extinguisher to put out an incipient fire) and reports fire or accident hazards. The incumbent protects occupants and building from outside annoyance by trespassers, inspects parcels as required, directs or escorts visitors in the building, directs vehicles in parking areas, and tactfully denies admittance to anyone who obviously has no business in the building. (Since the number of occupants and the number of buildings do not affect the knowledge requirement for the Guard, this is not a grade-level factor.)

The Guard serves as master-at-arms in a club; may verify identification of persons entering the club; patrols club circulating among patrons to maintain order and to prevent damage to furnishings; and warns persons guilty of infractions and, if they become obstreperous, tactfully removes them from the club, using force as necessary. (The Security Guard may call military security police, if necessary).

SUPERVISORY CONTROLS:

Security Guard manuals, written instructions, and personal supervision are very specific, and there is periodic supervisory review. The supervisor is usually available to advise on unusual matters.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
SNACK BAR OPERATOR PS-2091-5

GENERAL STATEMENT:

This standard includes those positions involved in supervising and coordinating all phases of a small snack bar activity.

EXCLUSIONS:

This standard excludes positions that involve managerial responsibilities including participating in planning and revising internal activity organization; deciding overall activity goals and standards; developing local directives; and budgeting and exercising fiscal control.

DUTIES AND RESPONSIBILITIES:

-Supervises and coordinates the sale of prepackaged food snack items and the preparation and sale of short-order food items.

-Ensures the proper preparation, display and price-marking of food items and adherence to correct receipt and pricing procedures. Maintains sales records and accountable documents.

-Ensures that adequate stock levels are maintained, requisitions merchandise, and conducts periodic inventories.

-Maintains security of building, cash, fixed assets and merchandise inventory.

-Ensures compliance with fire, safety, sanitation and security regulations.

-Trains and supervises assigned subordinate employees in all phases of the snack bar's operations. This position does not involve technical supervision over the short order cooking operations.

GRADING CRITERIA:

Snack Bar Operator positions are classified on the basis of average monthly sales volume (AMSV)

GRADE	AMSV
PS-2091-5	$7,000 - $9,000**

NOTE: Other jobs that contain similar basic duties and that significantly exceed or fall short of the AMSV cited above shall be appropriately classified above or below this established PS-5 grade level with the rationale for the grade selected documented and attached to the job description.

**CPI "ALL ITEMS": BASE YEAR 1977

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
TICKET SELLER PS-2091-2

DUTIES AND RESPONSIBILITIES:

-Receives tickets and change fund from theater officer or assistant manager and signs appropriate hand receipts.

-Checks box office sign for proper admission fee, audience classification, and program starting time. Opens and closes box office according to prescribed schedules. Advises ticket taker or usher of opening number of admission tickets for current performance.

-Checks identification of all patrons in civilian clothing and sells tickets only to authorized patrons. Exchanges tickets for passes presented and accounts for passes. Issues guest authorization card for each guest.

-Cleans and lubricates the ticket register. Removes tickets from the register and secures them after the matinee and the final performance.

-Accounts for admission tickets and cash issued by the theater officer or assistant manager and for ticket sales receipts.

SUPERVISORY CONTROLS:

After initial orientation, the incumbent performs assigned tasks independently. However, supervisory assistance is readily available to resolve unusual problems.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
USHER PS-0189-1

DUTIES AND RESPONSIBILITIES:

-Accepts patrons tickets and conducts patrons to unoccupied seats with the least possible delay and annoyance to the audience.

-Ensures that there is no smoking in the theater.

-Maintains order within the theater.

-Removes door wedges and checks restrooms and lounges prior to reopening the theater.

-Informs supervisor of major deficiencies.

SUPERVISORY CONTROLS:

The incumbent performs work under continuous supervision. New assignments are explained in detail to the incumbent. After the initial period of orientation, the incumbent performs routine tasks independently.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
VISUAL MERCHANDISER PS-1010-0

VISUAL MERCHANDISER PS-1010-5:

DUTIES AND RESPONSIBILITIES:

Visual Merchandisers PS-5 decorate designated areas, including showcases, ledges, and fixtures. Incumbents set up focal displays near entrances to attract customers. These focal displays may be designed to support a seasonal mood or a special merchandising event. Incumbents set up feature merchandising displays as a means of dramatizing key programs on a scheduled, standard basis with a minimum of planning and preparation. Visual Merchandisers PS-5 set up the feature merchandise display equipment and materials according to provided instructions.

Incumbents coordinate with supervisors to design and assemble key departmental displays that highlight and identify principal merchandising efforts. These employees set up mannequins and control counter displays, column displays, and shadow box displays.

Visual Merchandisers PS-5 may instruct other personnel in methods of display and decoration. They supervise these employees in the assembling and dismantling of displays.

These positions are concerned with the designing and printing of signs. Incumbents typically distribute and maintain signs provided by higher authority. Special signs of a local nature may be designed and printed by these employees, who split their time between display, decorating, and signing programs.

Visual Merchandisers PS-5 are normally provided with a formal schedule of display and decorating activities to be accomplished in accordance with a total merchandising plan. These employees research and recommend sources of equipment, props, materials, and art supplies as required for the display and decorating programs. Visual Merchandisers PS-5 store, recondition, and maintain the operating efficiency of all display and decorating equipment, props, materials, and supplies.

SUPERVISORY CONTROLS:

The incumbent independently performs assigned tasks, with supervisory assistance readily available.

VISUAL MERCHANDISERS PS-1010-7

DUTIES AND RESPONSIBILITIES:

The duties of Visual Merchandiser's PS-7 include decorating facilities and displaying merchandise to dramatize both standard and special merchandising efforts and supervising of the signing program.

VISUAL MERCHANDISER PS-1010-7: (cont'd)

Incumbents submit proposed display and decorating plans to supervisors for review and approval. They furnish supporting sketches, comments, and material requirements lists. Visual Merchandisers PS-7 research and recommend sources of equipment, props, materials, and supplies as required for the display and decorating programs. These employees design, construct and supervise the construction of props needed but not readily available from an outside source. They maintain operating efficiency of all display and decorating equipment, props, materials, and supplies. Visual Merchandisers PS-7 install displays and decorations in facilities in accordance with carefully coordinated schedules.

These employees are responsible for planning and effecting the timely installation of all special events in order to achieve maximum visual merchandising results.

Incumbents use a variety of display and decorating techniques and equipment to include focal displays, key departmental displays, sign holder spots, control counter displays, column displays, and shadow box displays. They implement special lighting techniques to maximize display effect and provide advice to management in regard to lighting plans or problems.

Visual Merchandisers PS-7 work with store management personnel to determine signing program requirements and methods of improving signing program effectiveness. They instruct subordinates in the printing of signs to include style, size, layout, and subject content. Incumbents advise supervisors and managers of obsolete or soiled signs and arrange for replacements to be printed or supplied from stock. They provide training and instruction to employees in the assembling and disassembling of displays and decorations.

Visual Merchandisers PS-7 prepare budgets for display materials and equipment.

C. ADMINISTRATIVE SUPPORT JOB-GRADING STANDARDS

TITLE	SERIES	PAGE
Accounting Clerk/Technician	AS-0525	4-51
Administrative Services Clerk	AS-0301	4-61
Audit Clerk	AS-0501	4-65
Bookkeeping Machine Operator	AS-0354	4-66
Calculating Machine Operator	AS-0355	4-70
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Clerk-Stenographer	AS-0312	4-77
Clerk-Typist	AS-0322	4-83
Coding Clerk	AS-0357	4-87
Computer Clerk	AS-0335	4-91
Computer Operator	AS-0332	4-93
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Equipment and Facilities Clerk	AS-2005	4-107
File Clerk	AS-0305	4-108
Freight Rate Assistant	AS-2131	4-112
General Clerk	AS-0301	4-113
Insurance and Claims Clerk	AS-0998	4-119
Keypunch Operator	AS-0356	4-125
Library Aid	AS-1411	4-128
Mail Clerk	AS-0305	4-129
Management Assistant	AS-0344	4-133
Office Machine Operator	AS-0350	4-136
Operations Clerk	AS-0301	4-141
Payroll Clerk	AS-0544	4-144
Personnel Clerk	AS-0203	4-150
Photo Lab Technician	AS-1060	4-155
Procurement Clerk	AS-1106	4-156
Purchasing Agent	AS-1105	4-160
Receptionist	AS-0304	4-167
Safety and Security Technician	AS-0085	4-171
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Shipment Clerk	AS-2134	4-176
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Telephone Operator	AS-0382	4-192
Teletypist	AS-0385	4-195
Travel Clerk	AS-2132	4-197

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
ACCOUNTING CLERK/TECHNICIAN AS-0525-0

EXCLUSIONS:

-Positions requiring professional knowledge and application of accounting principles and theory in the design, development, installation, operation, or inspection of accounting systems; the audit or similar examination of accounts and records of transactions; or the examination, analysis, and interpretation of accounting reports. (See OPM PCS for Accounting and Budgeting Group GS-500 and 510 in OPM "PCS," reference (h).)

-Positions involving the performance of clerical work in the receipt, disbursement, examination, deposit, safekeeping, or other clerical processing of cash items. (See Cashier Series AS-530.)

-Positions involving primarily the examination for accuracy, legality, compliance with regulations and justification of vouchers, invoices, claims, and other requests for payment. (See OPM PCS for Voucher Examining Series GS-540 in reference (h).)

-Positions involving the maintenance and adjustment of inventory accounts and the records of property and supply transactions and the record control of the establishment of stock levels and the issuance of supplies and equipment, when such positions primarily require application of a knowledge of supply procedures. (See Supply Clerk Series AS-2005)

-Positions involving technical support work in limited phases of computer specialist functions or similar tasks in installing or operating data processing systems. (See OMP PCS for Computer related series GS-330-335 or Computer Operator Series AS-332 in reference (h).)

-Positions involving primarily the operation of a bookkeeping machine on other than an incidental basis. (See Bookkeeping Machine Operator Series AS-354.)

-Positions involving primarily the computation and verification of pay, maintenance of records, and preparation of related reports as well as maintenance, review, and disposition of time and leave records. (See Payroll Clerk Series AS-544.)

TITLES:

The title for nonsupervisory positions at the AS-4 level is ACCOUNTING CLERK, for positions at AS-5 and above the title is ACCOUNTING TECHNICIAN.

The DoD Accounting Clerical standards are presented in a modified factor format, utilizing five pertinent factors. If existing position descriptions provide the necessary information, there shall be no need to rewrite the descriptions in a factor format. When accounting clerical positions need rewriting for classification purposes, the new description shall be prepared in the format of the DoD standard.

ACCOUNTING CLERK/TECHNICIAN AS-0525-0: (cont'd)

OCCUPATIONAL INFORMATION:

Bookkeeping is the process of analyzing, classified, and recording transactions in a prescribed manner to provide a means of reporting financial operations. Maintaining double-entry accrual accounting systems requires the use of methods, techniques, and procedures associated with the field of bookkeeping.

Double-entry accrual accounting systems involve a self-balancing set of accounts. Every transaction requires dual entries, designated as debit and credit entries, to provide this self-balancing feature. Accrual accounting involves separate accounts to reflect income in the period in which it is earned and received and expenses in the period in which they are incurred and paid.

An integrated double-entry accrual accounting system normally includes the following classes of accounts:

Fixed assets (reflecting land, buildings, equipment, and similar items of long-term value).

Current assets (reflecting cash, inventories, and similar items readily converted to cash).

Accrued assets (reflecting money or items of value due the activity).

Current liabilities (reflecting debts, items, or services owed to others).

Accrued liabilities (reflecting money, items, or services the activity is obligated to provide in the future).

Capital accounts (reflecting investments and the net worth of the organization).

Current income accounts (reflecting monies received).

Accrued income accounts (reflecting monies earned but not yet received).

Current expense accounts (reflecting expenditures for goods and services).

Accrued expense accounts (reflecting expenses not yet paid).

Various budgetary and statistical accounts as required by the agency.

ACCOUNTING CLERK/TECHNICIAN AS-0525-0: (cont'd)

Many accounting systems do not include all of these classes of accounts. Agency accounting policies may limit the classes of accounts at activities. In other cases, the nature of the activity may not require all of these accounts.

Work at the lower clerical levels may not require full understanding of double-entry accounting concepts and techniques involved in maintaining, adjusting, and balancing accounts or may only require single entry bookkeeping functions.

In most cases there is a progression of accounting clerical responsibility from the entering of original documents (for example, machine tapes, orders, bills, and receipts); posting to subsidiary ledgers or journals reflecting the cumulative status of individual accounts; summarizing and grouping of related accounts into control accounts or ledgers; and final recording in the general ledger reflecting over-all gain, loss, and status for management use. The preparation of reports and statements reflecting the financial condition and operating results for a specified period evolve from this process and reflect the end product of the accounting clerical functions.

In a semi-automated or automated system, the journals and subsidiary ledgers are replaced by computer print-out records and computer card tapes and discs, but the functions remain essentially the same.

ACCOUNTING CLERICAL/TECHNICIAN FUNCTIONS:

Basic functions typically include but are not limited to classifying accounting transactions; maintaining and reconciling accounts; closing accounts and preparing reports and statements; analyzing accounting data; and examining accounts. These functions are briefly described below:

Classifying accounting transactions includes

- -verifying the accuracy and completeness of the accounting data,
- -determining the general ledger accounts, journals and subsidiary accounts affected and the debit and credit entries to be made,
- -summarizing transactions having a like effect and preparing control sheets or other posting documents reflecting the entries to be made.

In classifying accounting transactions in automated systems, symbolic codes are used extensively. The codes used on various documents denote the accounts affected by the transactions.

Maintaining accounts includes

- -reviewing documents to verify accounting data and necessary entries,

ACCOUNTING CLERK/TECHNICIAN AS-0525-0: (cont'd)

-preparing the required forms to enter data into the computerized system,

-taking a trial balance.

Reconciling accounts includes

-comparing account balances with related data to ensure agreement,

-reviewing records and source documents to identify the sources of discrepancies,

-determining the entries required to bring the accounts into balance.

Closing accounts and preparing balance sheets. (These are grouped together since they are normally based on the same worksheets.) This function includes

-determining necessary entries to reflect information not yet recorded,

-closing and balancing the accounts,

-segregating and grouping accounts as they will appear on the balance sheet, profit and loss statement, or other required statements,

-abstracting data reflecting financial conditions and operating results and presenting this data in the form of prescribed statements and reports.

Analysis of accounting data involves

-research in current accounts, previous reports, and source documents to develop specified information not readily available from current account balances,

-identifying significant changes in account balances and reviewing transactions to identify the actions that caused the changes.

Accounts examination includes

-detailed research to verify the accuracy of accounts and the adequacy of supporting documents,

-preparing worksheets or reports reflecting the examinations made, discrepancies noted, and the corrective entries required to adjust accounts.

ACCOUNTING CLERK AS-0525-4:

KNOWLEDGE REQUIRED BY THE POSITION:

-A knowledge of agency accounting procedures in order to perform simple, routine, and repetitive tasks.

-Applies a basic knowledge of accounting clerical methods, forms, and documents and the ability to understand relationships between numbers, accounts, and items in accounts.

-Requires a general knowledge of office practices and procedures as they relate to processing and sorting of financial data or records.

SUPERVISORY CONTROLS:

For both one-of-a-kind and repetitive tasks, the supervisor provides the incumbent with specific instructions on the nature of the assignment and techniques used in order to accomplish the task.

The work is closely controlled either through the nature of the work itself or the circumstances in which it is performed.

The supervisor reviews work in progress and completed for accuracy and adherence to established procedures or instructions.

GUIDELINES:

Assignments are covered by specific, detailed manuals and established procedures.

The employee works in strict adherence to guidelines and must consult the supervisor when it appears that assigned tasks will deviate from instructions.

COMPLEXITY:

-Work performed is repetitive in nature requiring a uniform approach to handling of documents.

-Little difficulty in deciding action to be taken.

PERSONAL CONTACTS:

Regular, recurring contacts are with accounting personnel within the immediate organization, office, or work unit and with related support units to obtain or provide information on the requirements for processing obligations.

ACCOUNTING TECHNICIAN AS-0525-5:

KNOWLEDGE REQUIRED BY THE POSITION:

-A knowledge of standard, prescribed procedures used to classify, verify, reconcile, and report accounting data in a segment of a general fund-accounting system. Although there are a large number of transactions, they are of a recurring nature and standardized in format.

-Knowledge of the chart of accounts, accounting codes, forms, and terminology used to define transactions in order to maintain a few subsidiary ledgers, prepare necessary documentation, and reconcile accounts with balance sheets.

SUPERVISORY CONTROLS:

The employee uses initiative in completing daily and routine assignments without detailed instructions. The employee consults the supervisor when encountering deviations or problems not covered by guides or instructions.

The supervisor ensures completed work is technically correct and in compliance with established procedures. The supervisor may review techniques used by the employee in accomplishing tasks.

GUIDELINES:

Assignments are covered by specific, detailed accounting manuals and established agency procedures.

The employee works in strict adherence to these guides and normally refers matters to supervisor when any deviation from established procedures is necessary.

COMPLEXITY:

The employee verifies, codes, balances, and reconciles a variety of standardized transactions of a recurring nature within a segment of an accounting unit.

There is normally no significant difficulty in identifying either proper accounts for coding or adjustments necessary to reconcile discrepancies and balance accounts.

The accuracy of the data handled affects other sections in the accounting unit in the reconciliation and balancing of the general ledger.

PERSONAL CONTACTS:

The regular, recurring contacts are with accounting personnel within the immediate organization to obtain, clarify, or provide information on the status of funds, requirements for processing obligations, and other similar matters. On occasion, contacts may include vendors and contractors for the purpose of obtaining, clarifying, or providing information on purchases, billing, and payments.

ACCOUNTING TECHNICIAN AS-0525-6:

KNOWLEDGE REQUIRED BY THE POSITION:

-A knowledge of accounting procedures relating to budget and expenditure limitations, transfers of funds, reimbursement of expenditures, refunds of administrative expenses, discounts, and handling of partial payments.

-A knowledge of accounting terminology, codes, and documents as they relate to the processing and maintenance of various transactions in an automated or manual system, an ability to detect and correct coding errors, and an ability to reconcile out-of-balance ledgers and prepare balance sheets.

-A knowledge of disbursements and fund accounting methods, procedures, and techniques used in maintaining, balancing, and closing accounts in an accounting system with some subdivision of accounts and where some judgment is needed in order to apply the proper accounting technique to similar situations.

An ability to validate accounting data and to prepare standard reports when they reflect the current status of accounts at a given period (such as balance sheets, profit and loss statements, and financial statements).

SUPERVISION:

The employee uses initiative in completing routine assignments without detailed instructions. However, guidance is readily available for unusual problems or situations that deviate from normal operations or when no clear precedent exists.

Techniques used by the employee in accomplishing assigned tasks are not reviewed in detail by the supervisor. Work is reviewed for completeness and accuracy of reports and statements prepared.

GUIDELINES:

Assignments are covered by prescribed accounting procedures. However, judgment is required in determining the differences in similar situations and in locating and applying the most appropriate procedures.

COMPLEXITY:

-Maintenance and reconciliation of accounts involving varied types of transactions that affect several control accounts. The employee identifies the appropriate account and codes the document in accordance with the chart of accounts. Reconciles accounts and prepares reports.

-Maintenance and reconciliation requiring close analysis of data and accounting situations to determine proper treatment. There are a large number of subsidiary accounts for which the employee must analyze data closely to assure that similar transactions affecting different control accounts are recorded properly.

ACCOUNTING TECHNICIAN AS-0525-6: (cont'd)

PERSONAL CONTACTS:

Regular, recurring contacts are with accounting, budgeting, and operating personnel within the organization and may occasionally be with members of the general public, such as supply, accounting or financial division, personnel, employees of vendor establishments, or contractors. The purpose is to obtain, furnish, or clarify information on the requirements for processing obligations or to resolve problems and deviations.

BENCHMARK NO. 1

ACCOUNTING TECHNICIAN AS-0525-6:

The purpose of this position is to perform double entry accrual accounting work in order to maintain a combination of journals and ledgers in a relatively small, preestablished, prescribed accounting system.

The incumbent works under the general supervision of an accountant or higher-grade employee who outlines new or revised policies and procedures. The incumbent carries out assignments independently; however, guidance is available for unusual problems or situations in which no clear precedent exists. Work is reviewed for completeness and accuracy of required statements and reports.

MAJOR DUTIES:

-Examines, verifies, and analyzes a variety of documents to determine their mathematical correctness, validity and clerical accuracy. These documents may include purchase orders, vouchers, payrolls, and property records, which are complicated by discounts, partial payments, or other such complexities.

-After determining the validity of documents, which usually requires a number of steps (for example, comparing orginal purchase order price and quantity against vendor charges, and if a disagreement exists, contacting vendor to resolve problem), completes necessary posting documents with back-up attached. Codes documents in accordance with established procedures and posts to appropriate journal or ledger.

-On a monthly basis, totals and posts to general ledger all accounts. Prepares worksheets and statements reflecting discrepancies and adjustments required to correct them. Closes accounts.

-Prepares reports monthly, quarterly, and annually, reflecting the financial condition of activities serviced by the accounting unit. These reports reflect the present or past financial status of the activity and include financial statements, profit and loss statements, and other prescribed documents.

ACCOUNTING TECHNICIAN AS-0525-7:

KNOWLEDGE REQUIRED BY THE POSITION:

-Knowledge of the interrelationship of accounts and the effects of debit and

ACCOUNTING TECHNICIAN AS-0525-7: (cont'd)

credit transactions on the overall system of general ledgers in a prescribed accounting system and an understanding of the relationship between the general ledgers and subsidiary accounts in an accounting structure requiring a number of assets and liability control accounts and extensive subdivision of accounts.

-Knowledge of agency practices and procedures in order to classify a wide variety of normal accounting transactions, maintain and reconcile accounts, and prepare a variety of reports reflecting a number of accounting relationships with extensive supporting documents.

SUPERVISORY CONTROLS:

The supervisor provides general guidance and advice on new or revised policies or procedures, and may suggest techniques for handling unusual situations which have no precedents. Employee proceeds with recurring transactions without technical assistance or instruction.

The employee is sufficiently informed on the progress and operations affecting the accounts so that he can carry out, in the established sequence, all normal work assignments.

The supervisor spot-checks the final product for technical soundness and conformity, but the techniques used by the employee in accomplishing the assignments are not reviewed.

GUIDELINES:

The employee has readily available a number of guidelines encompassing established procedures that can be applied to virtually all assignments.

The similarities among guides may require the employee to use judgment when applying the most appropriate procedure in order to reflect effectively the transactions in the account.

COMPLEXITY:

The employee's assignments may frequently include maintenance and reconciliation of accounts involving features such as varied types of advanced or deferred payments or transactions involving multiple funds. Reconciliation is complicated by many sources of errors. Various types of standardized transactions affect a large number of different control accounts.

The employee prepares reports and analyses used directly by other units for projecting, planning, and controlling costs.

ACCOUNTING TECHNICIAN AS-0525-7: (cont'd)

PERSONAL CONTACTS:

Contacts are with accounting, budgeting, or operating personnel with the organization or agency and with members of the general public, such as supply, accounting or financial personnel of vendors, contractors, or manufacturers to resolve differences in the cost when the price exceeds the original estimate and to obtain, clarify, or provide information not readily accessible.

BENCHMARK NO. 2 ACCOUNTING TECHNICIAN AS-0525-7:

The incumbent independently performs the full range of accounting duties using double-entry accrual accounting methods in a large-scale, prescribed accounting system.

The incumbent has access to a technically qualified accountant or higher-grade employee for precedent and unusual decisions, but normally performs full and complete accounting functions for assigned organizations. System changes are the responsibility of the supervisor.

MAJOR DUTIES:

-Classifying and verifying a wide variety of accounting documents (for example, warehouse transaction forms, payrolls, bank transaction documents, purchase requests, and requisitions) in order to ensure the arithmetical correctness and completeness of information and to prepare control sheets with appropriate accounting codes.

-Maintains double-entry bookkeeping journals and subsidiary ledgers posting entries to established accounts. (May, on occasion, be required to initiate action to establish additional ledgers and journals for new accounts). Prepares monthly balances, reconciles accounts, and transcribes to general ledger for close out of all accounts. In the case of imbalances, traces discrepancies, if necessary, to posting documents. Closes accounts.

-Computes expenses incurred by individual activities for accounting services provided and assigns charges appropriately.

-Prepares financial statements, reflecting profit and loss and statistics such as incomes and expenditures by miscellaneous categories, liabilities, accounts receivable, bank account status, and fixed assets. Statements require development or securing of supportive documentation. As directed, compiles financial data to forecast anticipated expenditures and incomes for current and special planning on the basis of past business experience reflected in records maintained.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
ADMINISTRATIVE SERVICES CLERK AS-0301-0

ADMINISTRATIVE SERVICES CLERK AS-0301-4:

JOB ORIENTATION REQUIREMENTS:

The training or on-the-job development involves detailed instruction on the work to be performed, the guides to be followed, and the sequence of the various steps and tasks. The amount and complexity of the material to be learned is sufficiently extensive that an employee without prior specialized training or experience is normally in a learner or limited performance status for a period ranging from several weeks to a few months, after which the employee is normally capable of full performance of the work under supervisory control.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

A very large number of procedural guides in the form of manuals and written and oral instructions are applicable. These are specific and directly applicable to the work and always available, but because of their volume and nature, present some problems in selection.

OR

A few or limited number of substantive guides, instructions, regulations, manuals and precedents are applied. (Example: The guides, instructions, regulations, and decisions that apply to the preparation of expense item purchase orders for uncomplicated purchase transactions or for records disposition.) The guides and precedents cover substantive matters and tend to be in the form of rules, principles, and precedents applicable to problems clearly within the coverage of the guides. This usually requires some adaptation and interpretation of the guides. Considerable search may be necessary to locate the guides applicable to a specific substantive problem. This grade level is characterized by problems in deciding among several applicable precedents or guides. (Procedural problems may also arise and procedural guides may be used.)

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter knowledge beyond that included in the guides and instructions is limited to understanding the services utilized within the organization and some familiarity with the work done in related organizational segments. Knowledge of clerical procedures is extensive.

OR

The body of knowledge is similar in kind or type but significantly less extensive than that described at the AS-5 level.

ADMINISTRATIVE SERVICES CLERK AS-0301-4: (cont'd)

ASSIGNMENT COMPLEXITIES:

Work consists of moderately complex assignments requiring numerous procedural clerical steps, the nature or order of which may vary to a significant degree from one assignment to another in accordance with instructions.

OR

Work consists of a few substantive types of narrow assignments, each requiring several clerical steps that may vary in nature and sequence on the basis of the requirements and characteristics of each individual case or work item.

JUDGMENT REQUIREMENTS:

The use of judgment is limited to choosing the appropriate instructions for application in each individual case or assignment from among a large number of guides and instructions and to recognizing problems requiring referral to others because the available instructions, regulations, manuals, or procedures are not applicable.

OR

The use of judgment involves selecting and applying a limited number of substantive guides, general principles, or general rules.

ADMINISTRATIVE SERVICES CLERK AS-0301-5:

JOB ORIENTATION REQUIREMENTS:

The work is of such difficulty, variety, or complexity, and requires knowledge of such an extensive body of guides, instructions, and subject-matter knowledge, as to require a total on-the-job training, experience, or development period ranging in time from several months to approximately 1 year.

This position requires subject matter knowledge of the administrative services offered, such as records and files procedures involving specialized terminology and an understanding of detailed and specific instructions to be followed.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous guides, instructions, regulations, manuals, and precedents are applied. The guides and precedents cover substantive matters and tend to be in the form of rules, principles, and precedents applicable to problems clearly within the coverage of the guide, but which require some adaptation and interpretation. Extensive search may be necessary to locate the guides applicable to a specific substantive problem. This grade level is characterized by significant problems in deciding among several applicable precedents or guides. (Procedural problems may also arise that are not covered by a specific guide.)

ADMINISTRATIVE SERVICES CLERK AS-0301-5: (cont'd)

The position may require subject matter knowledge to enable the incumbent to find precedents to be used as guidelines. The incumbent must determine what precedent sets forth the proper principle to be applied in each problem case.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter knowledges are substantive in nature (that is, of a body of knowledge of the organization's programs and operations or of a body of principles and concepts) and are in addition to the knowledge of procedures (that is, rules, guides, and instructions) typical of the lower-grade levels.

Positions at this grade level are those requiring knowledge of a subject matter area and usually involve use of specialized terminology or of a body of principles and concepts. Their subject matter background must enable them to use a wide variety of reference books on a regular basis.

ASSIGNMENT COMPLEXITIES:

Work consists of a series of numerous procedural and substantive steps varying in nature and sequence according to each case or transaction.

JUDGMENT REQUIREMENTS:

Selectivity is used in choosing and selecting, not only from among a very large number of procedural guides, but also from numerous substantive guides; in making clerical decisions of a substantive nature requiring selecting the best from a group of prescribed alternatives; and in recognizing for referral to others problems not covered by the available guides.

Some Administrative Services Clerk positions require substantive subject matter knowledge, in which a high degree of judgment is needed to select the most appropriate procedure from a number of possibilities.

ADMINISTRATIVE SERVICES CLERK AS-0301-6:

JOB ORIENTATION REQUIREMENTS:

The work is of sufficient complexity, variety, and difficulty, and requires extensive knowledge of such a large and complex body of guides, instructions, and subject matter knowledge that a period of on-the-job experience, training, or development ranging from many months to approximately 1 year is required in addition to the training described at the AS-5 level.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Extensive guides in the form of instructions, regulations, manuals, and precedents are applied. The guides and precedents for substantive matters are policies, regulations, and principles that are not specific and detailed

and therefore require considerable interpretation and adaptation. Extensive searches may be necessary to locate existing guides or to verify that no guide or precedent is available. Use of a large assortment of reference books on a regular basis, along with instructions and guides, is characteristic of this grade level.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

The body of subject matter knowledge applied is similar in nature to that at the AS-5 level but is significantly more extensive and complex. A knowledge and understanding of the subject matter involved is required to enable the incumbent to understand and use the technical terminology and to make requests for technical textbooks and other special guides that are regularly required.

JUDGMENT REQUIREMENTS:

Selectivity is exercised in determining alternatives from among a very large number of substantive guides; in recognizing possible alternative actions when these are not prescribed or readily apparent; in selecting or devising the procedural steps necessary in solving substantive clerical processes; and in recognizing and referring to others those problems that require other than clerical decisions or actions.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
AUDIT CLERK AS-0501-04

DUTIES AND RESPONSIBILITIES:

-Reviews summary and daily cash reports, reports all excesses and shortages over a stipulated amount to supervisor.

-Maintains an up-to-date list of the location of each cash register and the departments registered on each cash register key.

-Audits service vouchers such as vending machine cash receipts, barber chits, beauty salon check slips, personal services receipts, and credit sales slips.

-Maintains a number control on accounting documents that relate to sales operations.

-Audits and maintains a number control of layaway tickets and secures unused tickets.

-Prepares a depository transfer check when day's receipts are deposited by cashier.

Or as an invoice audit clerk:

-Examines incoming invoices for correctness by comparing them with purchase order for verification of merchandise quantities ordered and received, unit prices, discount terms, extensions and additions, and shipping charges.

-Maintains number control on reports of goods received, chargebacks, and credit memos as they are processed.

-Issues chargebacks and credit memos for errors in invoices, credit memoranda, and refunds.

-Prepares invoices, chargebacks, and credit memos for submission for payment.

-Maintains such files as "open" purchase orders and invoices and "open" and "completed" reports of goods received.

-Initiates correspondence to effect necessary adjustments and corrections.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established AS-4 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
BOOKKEEPING MACHINE OPERATOR AS-0354-0

BOOKKEEPING MACHINE OPERATOR AS-0354-2:

Positions in this class involve the performance of bookkeeping machine duties of the difficulty and responsibility described in the following paragraphs and may also include the performance of clerical duties classifiable at this or at the AS-1 level.

At this level, employees perform such duties as posting (to ledger accounts or to stock control, inventory, or statistical records in card or other form), billing, listing, scheduling, and preparing summaries or recapitulations when such work requires the ability to operate one or more types of bookkeeping machines with acceptable speed and accuracy and to apply a limited variety of specific procedures.

Bookkeeping machine duties are characterized by the following elements:

All the duties normally performed and all matters normally involved in the work are prescribed or provided for in established procedures or instructions that may be in written or oral form and are either readily available or have been learned so well that physical reference to them is seldom necessary.

The procedures applied are limited in number and variety.

The documents from which entries are posted or recorded are prepared (usually by other employees) to ensure that misplaced items are both rare and clearly apparent; there is little or no incidence of omitted items and that specific provision is made for the few cases that may occur; there is little or no necessity for interruption of the machine operation to correct errors or resolve deviations from applicable procedures; items appear on the document in the order in which they are to be entered on the bookkeeping machine form; and there are few, if any, instances involving deviations from established procedures.

Operation of the bookkeeping machine requires a degree of sustained attention and alertness such as that involved when a relatively small number (three or four) of machine registers is adequate for all of the accumulating processes involved; successive entries are generally made in consecutive columns on the bookkeeping machine form; the arithmetic process performed from one vertical column to another is primarily or exclusively either addition or subtraction and cases in which both these processes are involved are unusual; and (d) the entries are normally all of one kind, that is either debit or credit entries, so that instances involving a combination of both debit and credit entries occur seldomy, if at all.

Typically, the accuracy of the entries is verified by comparison with pre-established control figures, and reconciliation duties are limited to checking each individual entry on the bookkeeping machine form against each individual item on the posting or source document.

The work usually requires only such familiarity with the overall or basic nature and purpose of the reports or records prepared as is necessary for the operator to recognize such errors or discrepancies as quantity or money amounts that are excessively larger or smaller than those appearing in most of the entries involved; instances in which operational defects in the bookkeeping machine result in incorrect totals; and obviously incorrect codes.

Such matters as failure to reconcile after verification of individual entries; questions concerning the methods to be used in applying pertinent procedures; and cases that deviate in any way from established procedures are referred to the supervisor.

Some positions in this class consist of training in bookkeeping machine duties characteristic of the AS-3 level under the direct observation of the supervisor or a bookkeeping machine operator in a higher-grade position and in accordance with specific instructions regarding the operation and control of one or more kinds of bookkeeping machines; the source documents and bookkeeping machine forms to be used; the order in which entries are to be made; the control figures and methods to be used in balancing or reconciling; and any other matters that may be involved in performing the bookkeeping machine operation. In positions of this kind, supervisory control over the work becomes progressively less direct and detailed as proficiency is attained until the employee is capable of performing the duties under the kind of supervisory control described in this standard as characteristic of the AS-3 level.

BOOKKEEPING MACHINE OPERATOR AS-0354-3:

Positions in this class include the performance of bookkeeping machine duties of the difficulty and responsibility described in the following paragraphs; the performance of such bookkeeping machine duties and, in addition, clerical duties classifiable at this or a lower level; or the performance of clerical duties classifiable at the AS-3 level and, in addition, bookkeeping machine duties that are both paramount and classifiable at the AS-2 and/or AS-3 levels.

Bookkeeping machine work at this level is characterized by the following elements:

The source documents and bookkeeping machine forms to be used, the methods to be used in preparing the records involved, and other similar matters are described in detail in established procedures, but the work regularly requires the exercise of some judgment in such matters as determining, in accordance with specifically applicable procedures, the action to be taken in the case of omissions, errors, or discrepancies and the most likely location or source of errors revealed through the trial balance or through failure to balance to an established control figure.

The procedures are more numerous and varied than those typically involved at the AS-2 level. They pertain to a variety of records, forms, or source documents and provide for such additional or different matters as recording information when multiple entries or multiple arithmetic processes are involved;

selecting information from source documents and posting or recording it when the order to be followed differs from the order of the items on the source documents; selecting the appropriate detail or subsidiary documents and methods to be used in taking trial balances; and determining the sources of detail information and the classifications to be used in summaries or recapitulations.

The documents from which entries are posted or recorded are such that omissions, discrepancies, errors, or similar deviations are frequently encountered so that the work typically includes determining which of the prescribed alternative actions, with respect to specific documents, is appropriate and securing the information necessary to related organizational units in accordance with established procedures that identify the sources and the general nature of the required information.

Operation of the bookkeeping machine requires a degree of sustained attention and alertness such as that involved when a relatively large number of machine registers is necessary from one vertical column to another which normally includes both addition and subtraction, or successive entries cannot be made in consecutive columns so that return to preceding columns on the bookkeeping machine form is necessary; or a large number (approximately 20) of machine registers is used for accumulating purposes in the preparation of summaries.

The work normally requires an understanding of the basic nature of the arithmetic processes involved in, for example, the performance of posting duties that involve both debit and credit entries and both addition and subtraction processes in the individual bookkeeping machine record; or the preparation of summaries, recapitulations, or other records that require distributing the detail records, selecting the correct information directly from the source material, establishing the control figure in accordance with specific procedures, and making, adjusting, or correcting entries to reconcile with the control figure.

Typically, the accuracy of the work is verified by taking a trial balance in accordance with established procedures prescribing the specific subsidiary records and methods to be used; balancing to a control figure established in operations accomplished in other organizational units so that verification of the accuracy of the control figure may also be required; or using other methods that are equivalent and require the application of knowledges and abilities additional to those involved in checking individual items and entries.

The work normally requires the application of a knowledge of the relationship between the subsidiary reports or records and the primary or control document involved and of the procedures of other units engaged in other processing of the same documents in making such determinations as the most likely location of error in cases of failure to balance to control figures based upon consideration of the size or nature of the numerical quantities involved; and whether discrepancies are most likely caused by time lag between successive processing steps, adjustment of the item, errors in previous processing, or other causes of a similar nature.

BOOKKEEPING MACHINE OPERATOR AS-354-2: (cont'd)

Such matters as failure to balance the trial balance, inability to locate errors in previous processing, inability to establish that the prepared report or the control figure is erroneous, and unusual deviations from established procedures (for example, source documents containing errors or discrepancies entirely different from those previously encountered) are referred to the supervisor.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
CALCULATING MACHINE OPERATOR AS-0355-0

CALCULATING MACHINE OPERATOR AS-0355-3:

NATURE AND VARIETY OF WORK:

Calculating machine duties typical of this level involve the initial computation or the verfication of numerical quantities when this requires the application of arithmetic knowledges of limited scope and complexity, the use of a moderate variety of specific procedures, and the exercise of little or no judgment.

The calculations involved are of limited complexity and variety and require arithmetic knowledge of restricted scope. Calculations of this kind include simple accumulations or series in which each calculation consists of two or three steps and involves one or two arithmetic processes; and division operations that involve relatively small quantities (for example six-digit whole numbers or two or three-place decimal numbers) and, hence, do not require the use of reciprocals, split division, or similar shortcut methods. In calculations typical of this level, the rounding practices or similar computing procedures used and the specific arithmetic processes involved remain constant wi' n any individual series of calculations, and there is, normally, little, if any, variation in these elements from one series to another. The calculations may involve one or more of the fundamental arithmetic operations but ordinarily not a combination of all four such operations in any one series of calculations.

Normally, the documents or forms involved are relatively simple and closely similar in format (for example, lists, tabulations, or other numerical arrangements of equivalent complexity). The material from which figures are entered into the calculating machine ordinarily contains few errors or discrepancies so that there is little or no need for making major adjustments for variations in the type of entry or for interruption of the machine operation and the degree of concentration necessary to maintain accuracy and speed is substantially less than that required at the next higher level.

Responsibility for locating errors is typically limited to rechecking individual entries against original items, repeating the calculations, or performing similar duties that do not require an understanding of the basis for, or the relationship between, the arithmetic processes involved. Discrepancies that are not resolved by this means are referred to the supervisor.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

The work is performed in accordance with established procedures or detailed oral or written instructions prescribing the documents, forms, or source material to be used; the arithmetic operations to be performed; the order of their performance when more than one arithmetic operation is involved; the methods to be used in checking for accuracy; the action to be taken in cases of error or discrepancy; the disposition to be made of the results of the calculation; and all other matters involved in the work.

CALCULATING MACHINE OPERATOR AS-0355-3: (cont'd)

Strict adherence to these procedures is required, and, consequently, there is little or no need or opportunity for originality, ingenuity, or the use of judgment in performing the duties.

CALCULATING MACHINE OPERATOR AS-0355-4:

NATURE AND VARIETY OF WORK:

Calculating machine duties typical of this level involve the initial computation or the verification of numerical quantities when this requires an understanding of the relationships among complex arithmetic calculations (defined below); ability to apply a wide variety of less complex procedures, the exercise of judgment in performing related duties; or a combination of these. Calculating machine duties classifiable at this level are of the type described in either paragraph (A) or (B) below.

(A) Calculating machine duties that involve complex arithmetic calculations and require the use of judgment in performing incidental or related duties. These duties are characterized by the following:

The calculations involved are normally complex and require arithmetic knowledge of substantially wider scope than those described at the AS-[illegible] level. These calculations typically require an understanding of the effect of each individual arithmetic operation on successive steps in multiple-step sequences and their relation to the final results in order to recognize inconsistencies and avoid errors during machine operation or to locate the cause of errors in verification work; and continuing and extensive use of reciprocals, complementary numbers, split division, or other similar shortcut methods and techniques and a thorough understanding of the decimal system in the accomplishment of division operations, or other arithmetic knowledge and abilities of equivalent complexity. Elements of this kind occur in individual calculations consisting of multiple steps in which several or all of the fundamental arithmetic operations occur in the same or in varying sequence; division operations involving large numbers and numerous decimal places; calculations of averages, ratios, interest, percentages, or similar relationships in accordance with specifically applicable procedures when this involves the derivation of the bases for these from the given numerical data and such bases normally vary from one group of calculations to another; and the application of prescribed algebraic, statistical, or other similar formulas, provided the required knowledge is limited to a knowledge of the fundamental arithmetic operations and does not include a knowledge of the mathematical theory or techniques concerned.

Such matters as the forms, documents, or source material to be used, the arithmetic operations to be performed, the order of their performance, and the computing practices to be followed are normally prescribed in detail in established procedures or in written or oral instructions. However, such matters as the methods to be used in locating errors, resolving discrepancies in the source material, or balancing to control figures are usually described only in

general terms or are not described at all so that judgment must be applied in determining the method that is most economical, expedient, or effective in the particular circumstances involved.

The work includes resolving discrepancies between the figures computed personally by machine operation and the figures established for control purposes; locating the cause of errors in calculations that are verified and referring these to the original computer for correction; and performing other duties requiring an understanding of the relationships of the forms and their contents to the computational work to be done, but not requiring a substantive knowledge of the contents of the documents.

(B) Calculating machine duties that are similar to those at the AS-3 level insofar as complexity of the calculations involved and specificity of the procedures applied are concerned, but differ in that the assignments require the use of a substantially wider variety of procedures. In positions at this level, the variety of procedures is equivalent to that involved when (1) the documents or forms concerned are numerous (approximately 30 or more), (2) the kinds of arithmetic operations, the character of the numerical data, and/or the type of computing practices used differ from one document or form to another, and (3) the variations in these elements normally occur within a relatively short time cycle (1 or 2 weeks or shorter periods).

AVAILABLE GUIDELINES AND INSTRUCTIONS:

The work may involve the application of procedures that prescribe in detail all matters concerned in the preparation of summaries involving the use of prescribed classifications different from those in the source material and requires the extraction of data from different locations within the source material; and the use of source material characterized by a high incidence of errors or discrepancies requiring correction through reference to other information in the source material or in other immediately available and prescribed sources.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
CASHIER AS-0530-3

CASHIER AS-0530-3:

NATURE OF ASSIGNMENT:

This is an entry-level position with duties such as assisting higher-grade employees and performing well-established, clear-cut duties. The employee prepares reports, performs arithmetical computations, and arranges a variety of instruments into prescribed order prior to other procedural and substantive reviews by other cashiers.

PERSONAL CONTACTS:

Personal contacts are limited to fellow employees, mainly for skills improvement and specific guidance.

SUPERVISORY CONTROLS:

The supervisor provides detailed instruction for each new task. The work is subject to detailed reviews to ensure compliance with agency directives and for on-the-job training. The employee is not expected to deviate from guidelines.

KNOWLEDGE REQUIRED:

Knowledge of routine business office procedures is required.

CASHIER AS-0530-4:

NATURE OF ASSIGNMENT:

Cashiers AS-4 may be in developmental positions. In addition to all procedural aspects of cashier duties, these employees perform routine substantive audits, examinations, disbursement, and receipt of cash items. Other Cashiers AS-4 perform all the procedural aspects of cash item control. AS-4 cashiers perform

-blocking, totalling, and balancing.
-determining propriety of remittance to billings.
-examining cash and instruments for validity.
-balancing a variety of cash management and control documents.

PERSONAL CONTACTS:

Cashiers AS-4 meet and deal with customers for the more routine matters and with other employees for information exchange and clarification of interagency procedure.

SUPERVISORY CONTROLS:

Cashiers AS-4 receive moderate supervision and are able to manage their day-to-day procedural activities with limited direction. Cashiers are provided assis-

CASHIER AS-0530-4: (cont'd)

tance and more specific guidance for investigations of the substance and propriety of cash items. Routine work is spot-checked upon completion, and new assignments are reviewed while in progress.

KNOWLEDGE REQUIRED:

Cashiers AS-4 must be knowledgeable in cash management rules, regulations, and procedures in order to make a choice of applicable guides.

CASHIER AS-0530-5:

NATURE OF ASSIGNMENT:

Cashiers AS-5 are responsible for the full range of cash management duties and perform teller functions with more emphasis on substance than procedure. Although AS-5 cashiers are at the full performance level, they are not normally required to perform simultaneous operations. For example:

-receipt or disbursement, or both, but not simultaneously.
-same as AS-530-4 tasks, but with broader scope and transactions with subgroups and balancing to grand totals.
-analyzing audit trails to ensure propriety prior to disbursing funds.
-tracing and correcting erroneous data on computer runs.

PERSONAL CONTACTS:

Cashiers AS-5 deal with customers in areas requiring tact and courtesy as issues may be sensitive. Cashiers deal with other employees and senior officials (accountants, inspectors, and contractors) involved in cash management.

SUPERVISORY CONTROLS:

Employees work under general supervison. Day-to-day operations are not normally reviewed, and the employee is expected to comply with appropriate guides and directives.

KNOWLEDGE REQUIRED:

Cashiers at this level require a good working knowledge and rapid, accurate application of the full range of basic cash-processing regulations, procedures, and computations.

CASHIER AS-0530-6:

NATURE OF ASSIGNMENT:

Grade AS-6 cashiers are assigned to positions with many suspense actions, deadlines, and high-volume customer contacts and are recognized as technically expert in procedural cash management matters. The following duties are typical:

CASHIER AS-0530-6: (cont'd)

-Applying official regulations to cash management and accountability.
-Performing routine receipt and disbursement as simultaneous operations.
-Performing reconciliation, balancing and auditing of receipts for a moderate number of categories on a simultaneous basis.
-Using double-entry bookkeeping techniques to ensure proper cash management accountability.
-Trouble-shooting routine actions by verifying audit trails and correcting errors.
-Searching for substantive solutions and recognizing unique and unusual trends or other problems in cash management.

PERSONNAL CONTACTS:

Cashiers AS-6 have heavy customer contact and meet and deal with organization officials, important persons, inspectors, and banking officials.

SUPERVISORY CONTROLS:

Cashiers AS-6 perform with limited supervision and manage their own work priorities and suspense activities. Work is subject to little or no review. Overall performance is based on compliance with agency policy and procedures.

KNOWLEDGE REQUIRED:

Although similar to AS-5, Cashiers AS-6 require a broader knowledge of banking practices and currency negotiability.

CASHIER AS-0530-7:

NATURE OF ASSIGNMENT:

Grade AS-7 Cashiers, in addition to the nature of the assignment for AS-6, independently process the full range of assignments that include, but are not limited to

-detecting counterfeit currency.
-processing foreign currency.
-receiving, counting, verifying and collecting cash receipts and money from cash registers.
-assisting lower-grade cashiers.
-training of lower-grade cashiers, as required.
-using double-entry bookkeeping techniques in reconciling, balancing, and auditing of receipts and disbursements in a very large number of categories.

PERSONNAL CONTACTS:

Contacts are the same as described at AS-6, but with a greater variety of contact with officials and more complex transactions.

CASHIER AS-0530-7: (cont'd)
SUPERVISORY CONTROLS:

Cashiers at this level receive little or no supervision. Incumbents manage their own schedules and apply guides and interpret directives for cash management activities.

KNOWLEDGE REQUIRED:

Cashiers AS-7, in addition to the knowledge reflected at the AS-6 level, must have a thorough understanding of numerous regulations, instructions, policies, and procedures pertaining to all types of receiving and disbursing transactions. Also, these cashiers have a substantial knowledge of banking practices and currency.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
CLERK-STENOGRAPHER AS-0312-0

GRADE-LEVEL STANDARD:

Positions under this standard are classified according to the nature of the stenographic work; the nature of terminology encountered; the level of responsibility involved in the work situation; and the complexity of the recording situation.

CLASSIFICATION FACTORS:

The most important factor to be considered in classifying positions in this standard is the nature and variety of work, which includes the nature of the work situation. The qualifications required, originality required, the nature of the commitment responsibility, and, to the extent appropriate, the nature of supervisory control over the position are included in the nature and variety of work factors discussed later in this standard. Other classification factors, which do not provide a basis for distinguishing the grade levels of positions within this series, but which have been considered in determining the appropriate grade range for stenographic work within the total range of grades possible, are described below.

Guidelines include instructions or manuals and other standard references which are used to ensure the correctness of format, spelling, punctuation, grammar, and word usage. In positions at the higher levels, guidelines may also include textbooks, technical dictionaries, material available only in the unit concerned, and similar reference materials.

Person-to-person work relationships in stenographer positions are those made with one person for the purpose of recording dictated material.

Supervisory control over the position is exercised by the dictator or an employee in a position of a higher grade, or both, and it includes the assignment of work, instructions in new or revised procedures and policies, and advice, as required, with respect to their applicability. The application of the knowledges and skills involved in recording and transcribing spoken material is not normally reviewed. Those elements of supervisory control over the position that may differ from one position to another and thus affect the classification value of positions are described at the appropriate grade levels in this standard.

CHARACTERISTICS OF SHORTHAND WORK:

The difficulty of recording spoken material in shorthand symbols depends upon differences in the degree of skill or speed required, the extent of the vocabulary knowledge and subject matter familiarity necessary to recognize the terms used and to follow the speaker, and the complexity of the recording situation. Differences in these elements are reflected in variations in the nature or degree of specialization in the material recorded; the extent of the vocabulary and subject matter knowledge necessary to recognize the terms used and to follow the speaker; and the degree of control over the required recording

CLERK-STENOGRAPHER AS-0312-0: (cont'd)

speed exerted by such elements as permitting interruption of the speaker, requiring the speaker to remain aware of the recording ability of the shorthand writer, or requiring a less than verbatim record. Other elements affecting the difficulty of shorthand work are the extent of the required knowledge of grammar, punctuation, capitalization, spelling, and related matters; the degree of typing skill required, as indicated by whether material is typed initially in final or preliminary form; the degree of judgment involved in performing such duties as determining the proper placement of typed material and securing and assembling supplemental material; the extent of the knowledge of the functions and procedures of the assigned organizational unit and related units; the nature of individual employee assignments; the reference sources and materials required to secure and assemble supplemental material, obtain clearances, check citations, and perform similar duties; and the degree of finality of responsibility for the work made by the supervisory or other concerned employee. Differences in these elements are reflected in variations in the nature of the work situation.

CLERK-STENOGRAPHER AS-0312-4:

Positions at this level include the performance of stenographic work of the difficulty and responsibility described in the following paragraphs, and frequently also include the performance of clerical work that may be classified at this or a lower grade.

Most positions at this level include the recording and transcription of terminology that is average or not highly specialized, in a work situation involving a normal level of responsibility. Positions of this kind are characterized by the following elements:

-Material is dictated at the dictator's normal rate of dictation. However, the Clerk-Stenographer may interrupt for repetition of material that is spoken too rapidly, is unintelligible, or is unfamiliar.

-The dictator provides, or the Clerk-Stenographer may interrupt for, the spelling of and the time necessary to record words, terms, or expressions that do not recur frequently, are similar in sound but different in spelling, or are unusual for other reasons.

-Paragraphing is usually dictated for material of any kind. Punctuation and capitalization are dictated in the case of material that differs in content or vocabulary from that normally handled, or when requested by the Clerk-Stenographer. The Clerk-Stenographer is responsible for spelling, punctuation, capitalization, and basic grammar in the case of material that recurs regularly or involves routine subject matter.

-The Clerk-Stenographer is responsible for typing work, including typing of transcripts of dictation, that does not exceed in difficulty that described in the standard for Clerk-Typist AS-0322-4.

CLERK-STENOGRAPHER AS-0312-4: (cont'd)

-Stenographic notes regarding material of other than a routine nature are usually transcribed in rough draft form for review by the dictator.

-The Clerk-Stenographer may assemble required supplemental material independently when this involves the use of detailed, clearly defined instructions or established procedures providing the specific identity of the material, the source from which it is to be secured, any necessary records or clearances to be made in obtaining it, and action to be taken with respect to any other matter involved. In all cases that are unusual because of infrequency of occurrence, deviation from routine material, or for any other reasons, detailed instructions concerning all matters involved in assembly are given by the dictator.

-Transcribed material is reviewed for adherence to the material dictated; accuracy of spelling, capitalization, and similar matters; grammatical correctness; neatness of allowable erasures and corrections; propriety of arrangement and spacing of the typed material; clearness and neatness of copy; accuracy of any references to source material; and conformance with established procedures or instructions regarding such matters as routings to concerned organizational units, clearances, and number of copies. Material prepared in rough draft form is reviewed for these purposes prior to final typing, and the final transcription of such material is reviewed for conformance with the rough draft.

CLERK-STENOGRAPHER AS-0312-5:

Positions at this level include performance of either stenographic duties of the difficulty and responsibility described in the following paragraphs, or clerical work classifiable at this grade level and also stenographic work of the difficulty and responsibility described at AS-4 or in the following paragraphs. Clerk-Stenographer AS-5 positions may also include other clerical work classifiable at a lower grade.

Some positions at this level include the recording and transcription of terminology that is average or not highly specialized in a work situation involving a high level of responsibility. Positions of this kind are characterized by the following elements:

-Material is normally dictated without regard to the recording speed of the Clerk-Stenographer and without interruption by the Clerk-Stenographer. The dictator may, in some cases, spell or explain terms peculiar to new or emerging fields, but typically the Clerk-Stenographer is responsible for securing information on such unfamiliar words from reference sources or, in rare instances, from the dictator subsequent to dictation.

-The Clerk-Stenographer is responsible for the correct punctuation, capitalization, spelling, and grammar of the material transcribed and for the proper placement or arrangement of all typed material including tabular or other nonnarrative material.

CLERK-STENOGRAPHER AS-0312-5: (cont'd)

-Stenographic notes are usually typed in final form without intermediate rough draft and presented with all related supplemental material completely assembled.

-The assembly of any required supplemental material requires the application of a knowledge of material in files, the subject matter of individual employee assignments within the organizational unit involved, and the checking of cited or standard reference sources available in the same or related organizational units or the library of the employing organization.

-The review of work performed includes spot-checking of transcribed material in final form to ensure accuracy and conformance with established form and procedure. Supplemental material is reviewed for accuracy as to content only in cases that deviate in subject matter from those normally handled.

-Other positions in this category are characterized by

-an average or nontechnical type of vocabulary.

-a level of responsibility similar to that described at the AS-4 level.

-the inclusion of other kinds of clerical duties and responsibilities classifiable in grade AS-5 by reference to other appropriate classification standards.

A third type of position in this class includes the recording and transcription of terminology that is highly specialized in a work situation involving a moderately high level of responsibility. Positions of this kind are characterized by the following elements:

-Material is normally dictated without regard to the recording speed of the Clerk-Stenographer, but interruption by the Clerk-Stenographer occurs occasionally. The dictator usually spells or explains terms peculiar to new or emerging fields but, typically, the Clerk-Stenographer is responsible for securing information on other unfamiliar words from reference sources or, in rare instances, from the dictator after dictation.

-The Clerk-Stenographer is responsible for the correct punctuation, capitalization, spelling, and grammar of the material transcribed and for the proper placement or arrangement of all typed material including tabular or nonnarrative material.

-Stenographic notes are usually typed in final form without intermediate rough draft and presented with all related supplemental material completely assembled.

-The assembly of any required supplemental material requires the application of a knowledge of material in files, the subject matter nature of individual employee assignments within the organizational unit involved, and the checking of cited or standard reference sources available in the same or related organizational units or a reference library.

CLERK-STENOGRAPHER AS-0312-5: (cont'd)

-All transcribed material is reviewed in final form for adherence to the material dictated; correctness of spelling, punctuation, grammar, and similar matters; propriety of arrangement and spacing; accuracy of any references to source material; and conformance with established procedures or instructions regarding such matters as routing to concerned organization units and clearances.

CLERK-STENOGRAPHER AS-0312-6:

Positions at this level include performance of either stenographic duties of the difficulty and responsibility described in the following paragraphs, or clerical work classifiable at this grade level and also stenographic work of the difficulty described at the AS-5 level or at any lower grade. Clerk-Stenographer AS-6 positions may also include other clerical work classifiable at a lower grade level.

Positions in this level include the recording and transcription of terminology that is highly specialized in a work situation involving a high level of responsibility. Positions of this kind are characterized by the following elements:

-Material is normally dictated without regard to the recording speed of the Clerk-Stenographer and without interruption by the Clerk-Stenographer. Typically, the Clerk Stenographer is responsible for securing information on terms peculiar to new or emerging fields or similar unfamiliar words from reference sources, referring to the dictator after dictation for such information only in rare instances.

-The Clerk-Stenographer is responsible for the correct punctuation, capitalization, spelling, and grammar of the material transcribed and for the proper placement or arrangement of all typed material, which may include the complicated spacing problems involved in arranging tabular or other nonnarrative material to conform with highly stylized and complex format requirements.

-The Clerk-Stenographer is responsible for making such changes in wording as required to eliminate colloquial and undesirable idiomatic expressions, correct inadvertent grammatical errors, or ensure consistency of the text with material presented in tabular form or with quotations from reference sources.

-Responsibility for collecting or excerpting material to be incorporated in the final copy from reference material, a reference library, or other similar sources on the basis of instructions that identify such material in general terms may be included.

-Stenographic notes are usually typed in final form without intermediate rough draft and presented with all related supplemental material completely assembled. (Stenographic notes may be occasionally typed in rough draft form when this is done solely at the request of the dictator for his further consideration or revision of the contents, wording, style, organization, or other matters for which the Clerk-Stenographer is not responsible.)

CLERK-STENOGRAPHER AS-0312-6: (cont'd)

-The assembly of any required supplemental material requires the application of a knowledge of material in files and the subject matter of individual employee assignments within the organizational unit involved. The Clerk-Stenographer must ensure the accuracy of any bibliographic or other references involved by referring to source materials available in the same or related organizational units or a reference library.

-The review of work performed includes spot-checks of transcribed material in final form to ensure the maintenance of accuracy and conformance with established form and procedure. Supplemental material is reveiwed for accuracy as to content only in cases that deviate in subject matter from those normally handled.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
CLERK-TYPIST AS-0322-0

GRADE-LEVEL STANDARD:

The grade levels in this standard describe typing work classified at each grade. Clerical work is not described in detail at the several grade levels in this standard. Rather, such clerical work shall be evaluated as to grade level by reference to standards appropriate to the work performed.

CLASSIFICATION FACTORS:

The most important classification factor to be considered in classifying Clerk-Typist positions is the nature and variety of the work. Differences in the difficulty of typing work are measured in this standard in terms of differences in the duties inherent in all typing work. Differences in the nature, variety, and responsibility for clerical work also affect the grade levels of positions in this series.

Typing work that requires a qualified typist always includes such tasks as

-applying the vocabulary knowledge necessary to maintain speed and accuracy in typing from printed or written copy.

-applying judgment in the spacing and arrangement of the material typed.

-ensuring the correct punctuation, capitalization and grammar in the material typed.

-arranging the material in the form necessitated by the nature of the subject matter, the purpose for which it is to be used, the format required by regulations, or other similar requirements.

CLERK-TYPIST AS-0322-2:

Positions at this level include the performance of typing duties either as a trainee for the purpose of acquiring the typing skill and ability described at the AS-3 level or as a Clerk-Typist performing typing work on an incidental or substantially full-time basis. Positions of this level frequently also include the performance of clerical duties classifiable at the AS-2 level.

In <u>trainee</u> Clerk-Typist positions, assignments initially involve the performance of very simple typing duties in accordance with detailed instructions and under close observation. The work is evaluated periodically to determine the trainee's aptitude, competence, progress, and capacity to perform higher-level work.

In <u>nontrainee</u> positions at this level, typing work may be performed on an incidental basis or on a substantially full-time basis.

Following are examples of typing duties classifiable at this level:

CLERK-TYPIST AS-0322-2: (cont'd)

-Typing clearly identified information such as names, addresses and identification numbers, on index cards, forms and other documents, when the information is taken from clearly indicated sources which vary little or are easily located.

-Typing labels, folders, jackets, tabs, and cross-references for use in files.

-Typing lists, shipping labels, addresses on envelopes, time and attendance cards, reference slips, and other material when the information typed can be easily extracted from other forms, lists, and index cards.

-Typing names and addresses or other identifying data on card size stencils for use in mechanically addressing envelopes, labels, or mailing wrappers, or for duplicating catalog cards, stock cards, etc.

-Typing straight rough drafts from handwritten or other marked copy when attention to arrangement is not required and when typographical errors, strikeovers, strikeouts, and other imperfections are permitted. The typist has no responsibility for ensuring correct punctuation or grammar.

CLERK-TYPIST AS-0322-3:

Positions at this level involve typing of the difficulty and responsibility described in the following paragraphs, and frequently also include the performance of clerical work classifiable at grade AS-2 or AS-3.

-Typing (without error or correction of any kind, when required) material from clean copy that is of any kind or form (for example, printed, typed, or handwritten; in narrative, tabular, or other form; involving either specialized or nontechnical subject matter fields or foreign language matter) provided that responsibility is limited to producing a verbatim duplicate of the copy material so that such elements as complicated spacing arrangements or foreign language or specialized vocabulary knowledge are not involved.

-Typing from material in rough draft form when the rough draft material contains revisions that are clearly indicated so that comprehension of the text is not required to determine proper placement in the finished copy.

-Typing tabular material when items and headings are preselected or specifically identified; headings are usually single unit elements, without subdivision; and a rough draft may be prepared, whenever necessary.

The following elements are also characteristic of positions at this level:

-The work performed requires the application of a knowledge of instructions and procedures describing all requirements regarding matters of form involved in the kind of material which is usually typed, and the ability to follow specific, detailed instructions regarding material that is to be typed in other than the usual form.

CLERK-TYPIST AS-0322-3: (cont'd)

-Responsibility for using standard nontechnical dictionaries, style manuals, or other similar references to check such matters as spelling and form is usually included.

CLERK-TYPIST AS-0322-4:

Positions at this level include performance of either typing of the difficulty and responsibility described in the following paragraphs or clerical work classifiable at this grade level and also typing of the difficulty and responsibility described either at AS3 or in the following paragraphs. Clerk Typist AS4 positions may also include other clerical work classifiable at a lower grade.

-Typing highly specialized terminology in narrative or other form when the work requires sufficient vocabulary knowledge to ensure accuracy of the spelling, syllabification, or similar matters in the terms involved, and reference by the Clerk-Typist to technical dictionaries, textbooks, research reports (for precedent usage and spelling of new terms) and other similar material is normally necessary to check the accuracy of such matters. The terminology involved in typing duties of this kind may be in one or more subject matter fields and involves continuous use of a wide variety of scientific, technical, new, or otherwise specialized terms. The material typed consists largely of plain text material or material in which subordinate breakdowns, mathematical or scientific symbols, or other elements requiring special spacing occur. Because of the nature of the material, preparation of a typed rough draft is usual, but, in some instances, typing of final copy without error or erasure and without an intermediate typed rough draft is required.

-Typing from handwritten or rough draft material involving nonspecialized terminology in one or more subject matter fields in a wide variety of formats (including, for example, correspondence, reports, tabular or statistical matter similar to that described at the AS-3 level, and other material) when the work procedures require the material to be typed in final form without intermediate rough draft; the typist is held responsible for ensuring the propriety of form and arrangement in the final copy; and the work requires reference to style manuals or procedures or (when these are not directly applicable) the use of judgment as to form, arrangement, and spacing, based on the subject matter, nature of the material, the use to be made of the typed copies, or, in the case of regularly recurring material, the known preference of the employee or employees for whom the material is typed.

-Typing statistical or other tabular material when this requires the use of considerable judgment in making independent determinations regarding all matters of form and arrangement in complicated material. In typing work of this kind, the tabular material is equivalent in complexity to that described at the AS5 level, but a prior rough draft may be typed when necessary. The work does not normally require typing in final form without error or erasures, nor selection of data to be typed from a number of sources.

CLERK-TYPIST AS-0322-4: (cont'd)

-Collecting material for typing from a number of sources in accordance with instructions indicating only its general nature or rearranging material into different form in accordance with instructions that indicate only the objectives to be achieved by the change in presentation when the judgment and understanding of the subject matter required are equivalent to, and do not exceed, those described at the AS-4 level in the standards for other clerical positions.

CLERK-TYPIST AS-0322-5:

Positions at this level include performance of either typing of the difficulty and responsibility described in the following paragraph, or clerical work classifiable at this grade level and also typing of the difficulty described in the following paragraph or at any lower grade. Clerk-Typist AS-5 positions may also include other clerical work classifiable at lower grade levels.

-Typing statistical or tabular material when all of the following conditions are present: spacing arrangements are complicated, such as those involved when material requires numerous columns with internal subdivisions or other arrangements requiring varied marginal indentations and subordinate groupings; the material is typed directly in final form without a prior typed rough draft; the material must be typed in final form without error or correction of any kind; and selecting material to be typed from a number of reports or other immediately available sources and arranging such material in accordance with instructions indicating the general nature of the material and purpose of the presentation. The typing of statistical or tabular material under the conditions described above would normally occur only in those few offices where a variety of kinds of materials of this nature must be prepared and the work is such that in order to meet administrative deadlines the typing must be done expeditiously and accurately without the typing of a prior rough draft.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
CODING CLERK AS-0357-0

CODING CLERK AS-0357-2:

JOB ORIENTATION REQUIREMENTS:

The training or on-the-job development is generally limited to detailed instruction on the work to be performed, the guides to be followed, and the sequence of the work. This training generally requires from several days to a few weeks after which an employee is normally capable of full performance of the work under the usual degree and kind of supervisory control.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous procedural guides in the form of manuals and written and oral instructtions are applicable. (Example: How to code and file documents in an extensive alphabetical file having specialized instructions for coding and filing many types of names of persons.) The guides and precedents used are detailed and specific to all aspects of the work, are always available, and present no unusual problems in determining their applicability.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Except for some understanding of the terminology used in the organization served, no subject matter knowledge is required beyond that included in the guides and instructions. Knowledge of required procedures is limited.

ASSIGNMENT COMPLEXITIES:

Typical assignments normally consist of several clerical steps usually repetitively performed in a prescribed sequence or, when the sequence varies, clearly ordered by applicable instructions.

JUDGMENT REQUIREMENTS:

The use of selectivity is limited to such things as choosing for application in each individual case or assignment the proper procedural guide, instruction manual, and regulation from among those the employee uses.

CODING CLERK AS-0357-3:

JOB ORIENTATION REQUIREMENTS:

The training involves detailed instruction on the work to be performed, the guides to be followed, and the sequence of the various steps and tasks. An employee without prior specialized training or experience is normally in a learner or limited performance status for a period ranging from several weeks to a few months.

CODING CLERK AS-0357-3: (cont'd)

AVAILABLE GUIDELINES AND INSTRUCTIONS:

The guides and precedents used are specific and directly applicable to the work and are always available. The guides and precedents cover substantive matters and are in the form of rules, principles, and precedents applicable to problems which are clearly within the coverage of guides. Considerable search may be necessary to locate the guides applicable to a specific substantive problem. This grade level is characterized by problems in deciding among several applicable precedents or guides.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter knowledge beyond that included in the guides and instructions is limited to understanding the terminology used in the organization and some familiarity with the work done in related organizational segments. Knowledge of clerical procedures is extensive.

Subject matter knowledge is required in order to code, and the Coding Clerk must use numerous instructions, precedents, and reference books. Reviewing the information to be coded, searching for precedents and background material in reference books, and coding the information constitute several clerical steps. The coding of each item and use of more than one document are not considered to be separate steps.

ASSIGNMENT COMPLEXITIES:

The work consists of moderately complex assignments requiring numerous procedural clerical steps, the nature or order of which may vary to a significant degree from one assignment to another; or the work consists of a few substantive types of narrow assignments, each requiring several clerical steps that may vary in nature and sequence on the basis of the requirements and characteristics of each individual case or work item.

JUDGMENT REQUIREMENTS:

The use of judgment is limited to choosing the appropriate instruction for application in each individual case or assignment from among a large number of guides and instructions and to recognize problems requiring referral to others because the available instructions, regulations, manuals, and procedures are not applicable; or to select and apply a limited number of substantive guides, general principles, or general rules.

CODING CLERK AS-0357-4:

JOB ORIENTATION REQUIREMENTS:

The work to be performed is of such difficulty, variety, or complexity and requires knowledge of such an extensive and complex body of guides, instructions, and subject matter as to require a total on-the-job training, experience, or development period that ranges in time from several months to

CODING CLERK AS-0357-4: (cont'd)

approximately 1 year before the employee has encountered the full cycle of operation at least once or has dealt with a sufficient proportion of the total possible variety of cases so that he is capable of reasonably full performance under the usual degree and kind of supervisory control.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

The guides and precedents cover substantive matters and tend to be in the form of rules, principles, and precedents applicable to problems clearly within the coverage of the guides but that require some adaptation and interpretation of the guides. Extensive search may be necessary to locate the guides applicable to a specific substantive problem. This grade level is characterized by significant problems in deciding among several applicable precedents or guides.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter knowledges are substantive in nature (for example of a body of knowledge of an academic area; of the organization's programs and operations; or of a body of principles and concepts) and are in addition to the knowledge of procedures (for example, rules, guides, and instructions) typical of the lower grade levels.

Positions at this grade level are generally those requiring knowledge of a subject matter and usually involve use of specialized terminology or of a body of principles and concepts. Employees' subject matter background must enable them to use a wide variety of reference books on a regular basis.

ASSIGNMENT COMPLEXITIES:

Work consists of a series of numerous procedural and substantive steps that vary in nature and sequence because of the variations in the particular characteristics of each case or transaction.

JUDGMENT REQUIREMENTS:

Selectivity is used in choosing and selecting, not only from among a very large number of procedural guides, but also from numerous substantive guides; in making clerical decisions of a substantive nature requiring selecting the best from a group of prescribed alternatives; and in recognizing for referral to others problems not covered by the available guides.

Some coding positions require substantive subject matter knowledge; a high degree of judgment is needed to select the most appropriate code from a number of possibilities when coding instructions do not cover specifically the information to be coded.

CODING CLERK AS-0357-5:

JOB ORIENTATION REQUIREMENTS:

The work to be performed is of sufficient complexity, variety, and difficulty and requires extensive knowledge of such a large and complex body of guides, instructions, and subject matter that a period of on-the-job experience, training, or development ranging from many months to approximately 1 year is required in addition to the training described at the AS-4 level.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Extensive guides in the form of instructions, regulations, manuals, and precedents are applied. The guides and precedents for substantive matters are in the form of rules, regulations, and principles that are not specific and detailed and therefore require considerable interpretation and adaptation. Extensive searches may be necessary to locate existing guides or to verify that no precedent is available. Some Coding Clerks responsible for assigning codes, who use a large assortment of reference books on a regular basis, along with instructions and guides in selecting the proper codes, meet this grade level. They make recommendations in writing for the establishment of new codes for cases that cannot be given an existing code.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

The body of subject matter knowledge applied is similar in nature to that at the AS-4 level but is significantly more extensive and complex.

A knowledge and understanding of the subject matter being coded is required to enable the Coding Clerk to understand and use technical terminology and to make special requests for technical textbooks and other technical reference sources on the subject that are needed regularly, in addition to coding manuals or instructions, as adjunct directives in the coding process.

Coding Clerks in these positions request current textbooks and technical reports relating to the information they are coding from available sources on a regular basis, in order to keep up with the latest information needed for coding. They must keep abreast of the types of publications available in order to make requests. They frequently code precedent-setting information in consultation with appropriate subject matter experts and statisticians and may be required to draft instructions applicable to these cases for approval and incorporation into the coding manual.

JUDGMENT REQUIREMENTS:

Selectivity is exercised in determining alternatives from among a very large number of substantive guides; in recognizing possible alternative actions when these are not prescribed or readily apparent; in selecting or devising the procedural steps necessary in solving substantive clerical processes; and in recognizing and referring those problems that require other than clerical decisions or actions.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
COMPUTER CLERK AS-0335-0

COMPUTER CLERK AS-0335-4:

TYPICAL ASSIGNMENTS:

-Reviewing incoming batches of documents; logging incoming batches of coded documents, processed punch cards, tape reels, and work sheets; screening materials for inclusion and legibility of essential data; returning documents with illegible or omitted data to source elements for clarification; and following up for corrected documents, delayed work sheets, and punch cards required to meet work schedules.

-Organizing batches of work sheets and documents and forwarding to keypunch operations; holding returned batches of verifed punched cards or tapes and supporting documents in temporary storage until scheduled cutoff dates; and submitting completed batches of cards or tapes to machine operations as scheduled.

-Posting to daily work log; assigning control number for each machine operational run; and maintaining status of work in progress and projects completed.

-Examining machine output reports for overall legibility and completeness of printed data and verifying accuracy of total against predetermined figures in control log.

-Recording and checking daily machine utilization reports for required entries.

-Assisting with maintenance of Electronic Data Processing (EDP) library, assuring correct labeling, including logging in and out, and updating of material.

COMPUTER CLERK AS-0335-5:

In addition to the performance of the majority of those duties listed at the next lower grade level, typical assignments include

-examining all proof lists and completed output reports for overall legibility and completeness of printed data and verifying the accuracy of totals against predetermined figures in balance control logs.

-consulting with supervisor or higher-grade clerk for those out-of-balance conditions that cannot be readily resolved; returning unresolved error documents to source elements for correction; maintaining follow-up for returned documents; and forwarding balanced checks, listings, reports, and cards for distribution to appropriate elements.

-assisting in preparing daily computer operation schedules with established formal schedules for computer production.

COMPUTER CLERK AS-0335-5: (cont'd)

-Assisting in reviewing systems packages (incoming programmed projects) for completeness of operating instructions, availability of card, tape, and print layouts, sample copy listing, adequacy of audit procedures, specification of due-in/due-out dates, program number assignment, and specification of source input.

-Assisting in maintaining daily history file of all machine utilization; reviewing daily machine utilization edit listing for job code number, clock hours, and meter hour errors; and making manual corrections to edit listing, updating the cumulative daily card file for subsequent preparation of the monthly machine utilization report.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
COMPUTER OPERATOR AS-0332-0

CLASSIFICATION FACTORS:

The most important factors to be considered in classifying Computer Operator positions are operator responsibility, operator supervision, and complexity of equipment operated.

COMPUTER CONSOLE OPERATION:

The operation of a digital computer system during production runs is controlled by means of a "control console." These consoles vary in details of appearance, control or switches, number and coding of neon lights, and exact method of operation with differences in the make and model of the computer and in the amount and type of equipment which is being used "on line" in the data processing operation. Systems operate with punched cards or paper tape for both program and data input, and with punched cards or paper tape output.

A Computer Operator receives assignments in the form of Computer Operator's instructions for the run to be processed, together with the input data in the form of cards or tapes as appropriate to the system. The operator prepares the equipment for the run, which includes properly loading the tape units (or card feeds), sets the control properly, clears the machine registers and memory, and sees that all elements to be used are properly set for starting. Starts the computer into operation.

During operation, the operator watches all elements of the system for any evidence of incorrect operation, and monitors the control panel for occurrence of error lights. If the machine stops, or error lights come on, the operator tries to determine the cause of stoppage or error, and takes the proper steps to get the program running again.

NORMAL OPERATOR RESPONSIBILITY:

All operators are expected, in stop or error situations, to read the control panel lights to determine the spot in the program at which the stop occurred; to determine the information contained in the various registers; and to obtain information from the machine by interrogating appropriate memory addresses. They are expected to consult the console operator's instructions to determine whether the stop is programmed and to take courses of action directed in case of programmed stops. They are expected to understand sufficiently the program with which they are working and the machine logic to identify the cause and to determine corrective action in common error situations. When serious errors are involved, the operator consults a supervisor or programmer, who takes the lead in resolving the situation.

SENIOR OPERATOR RESPONSIBILITY:

In addition to performing all normal corrective steps, this level entails responsibility for use of mature judgment and a good understanding of program-

ming and machine operation in analyzing and taking action on serious error situations not correctable by normal steps. This level includes responsibility for taking action to resolve complex error situations without calling for programmer or supervisory assistance unless major program modification is required. This level does not involve responsibility for major alterations or the adequacy of programs. Such matters become the responsibility of programmers. The senior operator may also be expected to make recommendations regarding new and better service routines, improvements of programmers' routines, better production techniques, and possible modification or additions to equipment. Operators at this level may do programs up to the moderately complex level.

PERIPHERAL COMPUTER EQUIPMENT OPERATION:

Peripheral computer equipment either may be directly connected with the computer (on-line), or may be operated separately from the computer (off-line). In either case, the job requires a familiarity with the purpose of the computer, what it performs, the part each piece of equipment plays in the operation and their interrelationship to the extent that the incumbent can recognize and correct, or call attention to, error that may affect computer operations, and that the operator can properly follow project instructions and time the work.

The skills necessary to operate the individual units or peripheral equipment vary somewhat with the machine. Typically, they include wiring fairly simple to moderately complex plugboards, observing and understanding the meaning of a limited panel of neon lights, and using a moderate number of control switches; skill in handling punch card codes and recognizing reasons why cards are defective; skill in mounting, and caring for reels of magnetic tape; and skill in handling perforated paper tape. Familiarity with binary code and the ability to translate punch card codes into binary language may be required.

Error situations are mostly external (such as faulty cards) and hence can be fairly readily identified and resolved. There are some special card-to-tape converters in use that are equipped with special circuitry to perform selecting, sorting, totaling, and numbering operations concurrently with the conversion of data to tape. They may also be wired to permit backup for correction of errors. Operation of such special converters is considered comparable in difficulty to the operation of the high-speed printers.

A typical high-speed printer involves a moderately complex plugboard; the use of a number of control panel switches; the interpretation of a panel of up to 48 neon lights; the use of a panel skill in handling magnetic tape; and the ability to recognize whether the printed output conforms to the desired result. Error situations are internal, involving possibilities of programming error or machine error, and are more difficult to recognize than the external errors typical of the card-to-tape converter.

Operation of tape units connected to the main computer during production runs requires skill in handling, mounting, and dismounting tapes; the ability to read

instructions specifying the tapes to be mounted on each unit; a general familiarity with the computer operation and sequence of the program being run; and an alertness in recognizing evidences of faulty operation.

The above examples illustrate the types of machine operations performed; they are not intended to be all inclusive.

COMPLEXITY OF PERIPHERAL COMPUTER EQUIPMENT:

For purposes of this standard, "less complex" equipment includes tape reel units, tape-to-card converters without specialized circuitry, or other equipment that involves comparable difficulty and requires comparable training and skill in its operation.

The "more complex" equipment is considered to include high-speed printers, tape data selectors, card-to-tape converters with specialized circuitry, automatic character-reading machines, or other equipment that involves comparable difficulty and requires comparable training and skill in its operation.

COMPUTER OPERATOR AS-0332-5:

At this level, the employee operates peripheral computer equipment as the primary job duty.

This level is further characterized by exceptionally responsible and independent operation of peripheral computer equipment involving thorough overall knowledge of a large peripheral equipment operation, skills applicable to the system, and the assumption of special responsibilities as an assistant to the supervisor, or as the "senior" or "specialist" operator in the unit. Work typically involves such factors as operating any or all types of peripheral equipment used in the system with full independence and a minimum of supervision; giving assistance and training to operators in lower grades; and performing special assignments, such as unusual or difficult plugboard wiring, or the operation of machin work presenting unusual problems. Incumbents at this level may also operate verifiers and machines with typewriter keyboards for writing on tape. Individual work factors involve setting switches, wiring plugboards, reading neon panel lights, and mounting and dismounting tapes. Loading and recognizing faulty punch cards, operating the machines, recognizing and correcting error conditions, and keeping necessary records also are involved.

Incumbents at this level may also serve as trainees in the operation of the console and on-line components of medium- or large-scale digital computer systems, and may receive classroom and on-the-job instruction in machine logic, programming techniques, the operation of the switches and controls of the console itself, and reading the complex lights of the control panel (usually in binary code and variations thereof) in order to determine, in the event of machine stoppage, the point in the program where the stoppage occurred, and information in the register. When medium- or large-scale systems are involved,

COMPUTER OPERATOR AS-0332-5: (cont'd)

actual operation of the console at this level is for training purposes under the close supervision of a higher-grade operator.

COMPUTER OPERATOR AS-0332-6:

At this level, employees

-operate and perform work with peripheral computer equipment of the same complexity and with the same level of responsibility as characterized in the AS-5 Computer Operator level or operate small digital computers (for example, NCR L-2000 or computer of comparable size and complexity).

-operate the computer control console and perform the full range of complex duties associated with its operation as characterized by the AS-7 Computer Operator level, but do not operate as independent operators and do not have full responsibility for the quality of the result. Computer Operators at the AS-6 level usually operate the computer control console under the supervision of a higher-grade operator or as an assistant operator.

-are qualified to operate the full range of peripheral computer equipment and the computer console. To qualify for classification at this level, incumbents must not be engaged in peripheral computer equipment operation more than 75 percent of the work time and must be engaged in computer control console operation for at least 25 percent of the work time.

The above three factors must be met for classification at this level.

The following additional factors are usually found at this level.

-Incumbents of most positions at this level operate a medium- or large-scale digital computer system on production runs with "normal operator responsibility." Supervision is almost always available, usually from a higher-grade Computer Operator. This level does not have complete responsibility for recognizing, diagnosing, and independently acting on machine stoppages and error situations. Also at this level are positions involving operation of a small-scale computer with "normal operator responsibility." These are typically card-driven models, with little or no periperal equipment.

COMPUTER OPERATOR AS-0332-7:

At this level, employees operate the console of a medium- or large-scale digital computer system on production runs, with responsibility for the quality of the result, and with "normal operator responsibility" for recognizing, diagnosing, and independently acting on machine stoppages and error situations when full program recovery can be made by application. This is the independent-operator level when the following conditions are substantially met:

-Most all of the programs run are in operational status and present few problems,

COMPUTER OPERATOR AS-0332-7: (cont'd)

-There is little or no testing of new programs,

-The schedule for the shift provides for alternate programs to run in case problems or errors arise on the originally scheduled program that cannot be corrected within a reasonable period of time,

-Most of the programs run for a relatively long period of time, or the same programs recur regularly, so that the problem of becoming familiar with and retaining program requirements are not excessive.

When the operating difficulties substantially exceed the conditions described above, incumbents of these positions serve as assistant operators on the shift or operate the console with a programmer or shift supervisor readily available in case of a serious stop or error situation. In such cases, incumbents work with the supervisor or programmer in identifying the cause and determining appropriate corrective action.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
CONTRACTS CLERK AS-1106-0

CONTRACTS CLERK AS-1106-5:

NATURE AND VARIETY OF WORK:

Positions at this level involve performance of clerical tasks that require the application of a knowledge of general contract procedures, basic regulations, and pertinent office practices. The clerical tasks are of a recurring nature and are executed in accordance with well-established procedures, methods, and controls, from which deviations are made only upon instructions from the supervisor.

At this level, the employee is

-responsible for the clerical preparation and completion of documents such as concessionaire agreements, vendor agreements, solicitations, and other documentation related to service and supply contracts. Upon receipt of contract work sheets, drafts of quotations, drafts of bid proposals, or similar materials (when the format and pertinent information have been outlined and indicated by supervisory personnel responsible for selecting and including stock and standard paragraphs, clauses, and attachments necessary to complete the documents), follows instructions and office practices. Responsible for discerning obvious discrepancies and omissions which require corrective action by higher-grade employees prior to final completion and official distribution.

-responsible for the checking of contracts and support documents with respon sibility for verifying the completeness of the information and supporting documents, verifying the information, determining that costs, prices, and other figures have been correctly transcribed; and segregating the contracts into established classes and categories.

-responsible for the extracting and abstracting of information from contracts and supporting documents for the purpose of maintaining status, informational, and statistical records and the furnishing of factual information from such records, such as the status of request, the nature of the transactions, or the volume and monetary value of transactions.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

The Contracts Clerk AS-5 is under the supervision of a Contracts Specialist or other technically qualified employee in a higher grade who determines the work assignments and typically gives detailed initial instruction and specific explanation of the sequence and application of the work procedures and methods and of the rules and regulations relating to the work. Within this framework, the Contracts Clerk AS-5 performs the work independently. The incumbent is expected to refer to the supervisor questions that involve deviations from the established procedures or situations where the guide and reference material cannot be applied in the standard method or require explanation or interpretation. Likewise, unfamiliar clauses, expressions, or designations are referred to the supervisor for explanation and instructions. The work performed at this

CONTRACTS CLERK AS-1106-5: (cont'd)

level is normally reviewed thoroughly upon completion for such purposes as accuracy and completeness of content, adherence to established format, and compliance with regulations and rules controlling the contract transaction.

NATURE OF AVAILABLE GUIDELINES FOR PERFORMANCE OF WORK:

Guidelines available to incumbents of positions at this level consist of oral or written instructions presenting detailed, specific operating procedures and the sequence of the steps to be followed. Other guide material consists of samples of standard clauses, illustrative form materials, and regulations and directives applicable to the work assigned.

PURPOSE AND NATURE OF PERSON-TO-PERSON WORK RELATIONSHIPS:

Personal work contacts of Contracts Clerks at this grade are mainly with co-workers and supervisors. Such contacts are primarily to secure clear and specific additional information required to process documents, to obtain clarification of obvious discrepancies or omissions, or to furnish factual information and data from office records. Occasionally, there are contacts with personnel of other units or with concessionaires or representatives of vendors. Such contacts are for the same purpose as the contacts with supervisors.

NATURE AND SCOPE OF RECOMMENDATIONS, DECISIONS, COMMITMENTS, AND CONCLUSIONS:

Contracts Clerks AS-5 do not make commitments. A degree of judgment is required in selecting appropriate standard and stock paragraphs to complete various documents; in abstracting or extracting information for control and processing purposes; and in recognizing obvious discrepancies or omissions that require referral to higher authority for corrective action.

CONTRACTS CLERK AS-1106-6:

NATURE AND VARIETY OF WORK:

The nature of the tasks performed by a Contracts Clerk AS-6 is predominantly clerical based upon a thorough knowledge of the rules, regulations, and practices of procurement and contract activities, and is concerned with tasks such as the procurement of concessionaire services from authorized sources, processing, verifying and controlling of concessionaire and agency agreements. Positions at this level differ from those at the AS-5 level in the degree of initial responsibility assumed, the degree of experienced judgment required, and the execution of assignments complicated by factors which are not completely resolved by direct application of guide and reference source materials.

At this level employee is

-responsible for processing, including the drafting of standardized contract documents considered difficult because of such factors as variety of special and unusual clauses of services. Other responsibilities include

responsibility for the drafting of statements of determinations and findings for complex contracts, following rough drafts, work sheets, and notes furnished by technical personnel responsible for the transaction, which require a review and analysis of all the submitted material to select and utilize appropriate data.

-responsible for verifying (consisting of the final, detailed, clerical review) of a variety of types of contracts and related documents, including modifications and amendments prior to approval by the signatory authority. Such review is for the accuracy and completeness of the contracts, to avoid duplication, and to discern discrepancies.

-responsible for controlling, involving the maintenance of progress, status, and statistical records for complex transactions from the point of initiation through final action, for "follow-up" on concessionaires and contractors, to ensure submission of required periodic or special reports.

-responsible for reviewing and considering requests from concessionaires or requisitioning officials for the modification or adjustments of previously completed contracts; drafting of formal changes, modifications, or adjustments; informing the vendors, concessionaires, requisitioning officials, and others of the action taken on the requests for changes; and advising concessionaires and vendors of the scope and limits of the provisions and stipulations of the contract, when such advice can be given by reference to clearly defined instructions, regulations, or precedents.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

Contracts Clerks AS-6 are under the general supervision of a Contracts Specialist or other technically qualified personnel of higher levels who make assignments and determine the urgency and priority of particular tasks. They are comparatively free from close supervision, direction, or aid on the technical and procedural aspects of the day-to-day work and are held responsible for the accuracy and timely accomplishment of their work. The work is reviewed generally on completion or when situations occur that represent major deviations from established rules, regulations, or precedents requiring authoritative decisions from higher-level employees.

NATURE OF AVAILABLE GUIDELINES FOR PERFORMANCE OF THE WORK:

The same guidelines are available to Contracts Clerks AS-6 as are available at the AS-5 level; however, employees occupying positions at this level are expected to possess a more intensive knowledge of the contents of the available guides and source material in order to execute their assignments with a minimum of reference to the guide. The Contracts Clerks AS-6 make extensive searches of the guides and source material in determining whether or not a special or unusual situation is covered by established rules, regulations, or precedents or whether the transaction should be referred to supervisory or technical personnel for decision.

CONTRACTS CLERK AS-1106-6: (cont'd)

PURPOSE AND NATURE OF PERSON-TO-PERSON WORK RELATIONSHIPS:

The nature and purpose of personal work relationships are similar at this level to those of Contracts Clerks AS-5, although the area of contact with personnel of higher levels, vendors, or concessionaires is broader as a result of the greater responsibilities in these positions.

NATURE AND SCOPE OF RECOMMENDATIONS, DECISIONS, COMMITMENTS, AND CONCLUSIONS:

The scope of decisions and recommendations in positions of this type can best be illustrated by such typical examples as the determination that contracts are complete, in proper form, and are accompanied by the necessary forms, justifications, and other required accompanying documents.

Judgment, based upon the incumbent's experience and an intensive knowledge of the guide and source material, is required in recognizing transactions that deviate substantially from established policies and rules and therefore require reference to technical personnel in higher grades.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
COURIER AS-0302-0

INCLUSIONS:

Included in this standard are positions that are concerned with the receipt, individual route sorting, collection or pickup, and delivery of mail (insured, registered and air mail), cash receipts, change funds, and a variety of other papers, documents, monies, and administrative material processed or handled.

Courier positions involve the operation of automotive equipment to facilitate the performance of the courier duties and may also include the performance, as required, of miscellaneous tasks such as operating simple duplicating equipment (Xerox and Ditto) in an office situation; light manual work such as lifting and emptying mail sacks, delivering or collecting administrative material and packages and moving office machines and equipment; and simple office duties such as checking outgoing material for complete address, filing alphabetically, and date-stamping mail.

These miscellaneous tasks may be combined in various ways with general courier work to constitute specific courier positions. Positions are not excluded from this standard when the miscellaneous tasks performed are at the same or lower grade level as the courier work and when the basic purpose and primary duties of the positions are characteristic of this standard.

Couriers accomplish their work by operating an automobile or light-duty truck.

EXCLUSIONS:

-Positions primarily concerned with reading, inspecting, routing, recording, and sorting mail.

-Positions that require the operation of automotive equipment when that is the prime function of the position.

COURIER AS-0302-3:

NATURE AND VARIETY OF WORK:

The Courier AS-3 receives mail, parcel post, and administrative material from the post office; sorts the items to be delivered on the designated route according to prescribed stops; arranges material in order of delivery; delivers material by office or building number, code, individual name, or organizational unit; picks up at prescribed stops and sorts materials to be delivered along the courier route in returning to the assigned duty station or post office; may pick up, deliver, and maintain supplies; occasionally, makes special trips to pick up or deliver special mail or materials; and performs other simple and routine manual, mechanical, and clerical duties as prescribed.

COURIER AS-0302-4:

NATURE AND VARIETY OF WORK:

These positions consist of courier work involving responsibility for the pickup and delivery of cash in addition to those duties outlined at the AS-3 level.

The Courier picks up and verifies material to see that regulations pertaining to courier service have been complied with (for example, cash is properly secured with organizational segment number annotated, documents are properly sealed and addressed, receipt card or form is attached and classification is indicated); deposits cash receipts at the bank or designated office; may maintain change fund and provide activity managers with change; advises persons at pickup points, as requested or required, on the correct procedure in preparing items for purposes of delivery by couriers; safeguards cash, documents, mail, and related material in transit by taking all precautions to retain personal possession of items at all times; locates and identifies the prescribed person to whom the material is addressed; delivers individual pieces of mail or cash items and obtains and turns in necessary receipt or signature; tactfully refuses to deliver material to unauthorized personnel; refers to supervisor or security officer any unusual incident or situation involved in handling material.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
ENGINEERING DRAFTER AS-0818-0

GENERAL STATEMENT:

This standard includes all positions in which the primary function is preparation of drawings for the purposes of documenting and communicating engineering or architectural ideas and information or for the design of office forms. Positions in this standard require skill in the application of drafting techniques and practical knowledge of drafting methods and procedures.

ENGINEERING DRAFTER AS-0818-5:

Typical assignments include preparation of detail drawings, in which the incumbent must adjust and transpose dimensional scale or in other comparable ways clarify details for the guidance of shop or construction activities. Drawings usually require a variety of alternate sectional views in order to clarify positioning of components and convey all information needed for fabricating, building, or repair purposes. Typically, such assignments require the preparation of isometric drawings of parts or features based on data obtained from separate horizontal projection (plane) and vertical projection (front elevation) views.

Other assignments require the preparation of final ink drawings from original detail design drawings of large and complex equipment, structures, and systems that are complicated by small, intricate detail, odd irregular curves, numerous ellipses, and necessity for consolidating details from multiple sources. The context of the drawings is such that considerable care is required in assuring that after reduction in size they will retain adequate clarity of detail. Still other assignments require the layout and design of a wide variety of office forms, incorporating consideration of line weight, spacing for handwritten, EDP, or typewritten entries, color distinction in print face of line development, routing designations or multiple-copy forms, and overall appearance of the completed product. Input information is provided to the Engineering Drafter in rough, pencil-sketched copy or revisions as indicated on existing forms.

Assignments at this level may include additionally or as primary duty the preparation of perspective views of equipment in a training capacity. These assignments also involve the addition of well-defined details to existing perspective drawings, in which the density of line and shading must be accomplished in a very precise manner.

General instructions, including suggested methods of approach, applicable precedents, and advice on source materials, are given with the initial assignment. Instructions are less complete when such assignments recur. The supervisor is available to advise and assist as needed in selecting the plan of operation and resolving special problems. Work is spot-checked during development and is reviewed on completion for clarity and adequacy. In addition, the placement of representative features is verified to assure accuracy.

ENGINEERING DRAFTER AS-0818-5: (cont'd)

Precedents and guides pertaining to the basic characteristics of the drawings are readily available, but checking out details frequently requires searching the related data sources.

ENGINEERING DRAFTER AS-0818-7:

Assignments at this level require versatility in the application of all drawing techniques and practices regularly used in the preparation of drawings for fabrication, building, or repair purposes in the broad subject matter specialization. Accepted formulas are used in making involved computations as necessary in properly dimensioning drawings or in ascertaining load capacities, strengths, and stresses.

In the mechanical field, the assignments entail the preparation of working drawings for subassemblies involving special considerations in dealing with crowded features, irregular shapes, multiple functional relationships, and requirements for achieving extremely precise positional relationships between components.

Also typical of this level are assignments that require the versatile application of drafting techniques and knowledge in developing complete layouts and required supplementary detail drawings for structure of a system for which precedents are directly applicable or complete basic information has been established as to size, shape, and material. An example is the preparation of architectural drawings depicting complete plans for the proposed construction of a building, including the overall layout, and detail drawings of such features as foundations, wall sections, floor plans, and roof. Quantities of materials are determined by computing dimensions from the scale drawings and applying established requirement factors.

Also characteristic of this level are assignments to provide pictorial representation of concepts in which there are artistic and technical problems in portraying the basic characteristics in a minimum of views. These assignments require the use of techniques of perspective projection in portraying machines and functional relationships between various components of a system.

The instruction that the incumbent at this level receives from his supervisor varies greatly between the assignments that are of a recurring nature and those that embody features not previously encountered. Recurring assignments are defined in terms of results expected, and the incumbent utilizes directly relevant procedures, precedents, and guidelines in accomplishing them. When assignments differ significantly from those previously encountered, the supervisor suggests the method of approach to be used, periodically appraises the progress of the assignment, and furnishes additional advice as needed. In either instance, the important features of the completed work are reviewed upon completion.

ENGINEERING DRAFTER AS-0818-7: (cont'd)

The characteristics of these work assignments require that the incumbent make extensive use of standardized tables and manuals and search out and compute special purpose data as needed.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
EQUIPMENT AND FACILITIES CLERK AS-2005-5

At this level, the employee performs the following combination of duties:

-Maintains appropriate records of fixed assets by nomenclature, fixed asset number, and location. Periodically verifies assets by physical counts. Prepares fixed asset documents, such as purchase orders, receiving reports, transfer vouchers, and charge or credit vouchers, obtaining necessary signatures as required. Recommends corrective action on errors, omissions, and discrepancies occurring on records or reports. Issues numbered tags for fixed assets and takes required action with respect to such tags removed from fixed assets because of sale, transfer, or disposal. Assists in taking physical inventories of fixed assets.

-Prepares all documentation for capital expenditure projects and assists in compilation of data for facility master plan.

-Complies with requests for information contained in files and records and answers and makes numerous calls. Composes correspondence on matters of a routine or special nature, requiring assembling and evaluating information.

-Files alphabetically or numerically, posts all pertinent data, and makes files on all materials.

-Performs routine typing and other general office clerical duties as assigned.

Note: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established AS-5 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF ADMINISTRATION SUPPORT
JOB-GRADING STANDARD
FILE CLERK AS-0305-0

EXCLUSIONS:

-Positions involving the formulation of records control policies, the development of file systems and procedures, and the review of filing operations.

-Positions involving records maintenance work (for example, posting, entering, and adjusting) requiring subject matter knowledge.

-Positions involving the performance of nonprofessional work requiring a knowledge of library techniques and operations.

-Positions involving the maintenance of files of tapes used in automatic data-processing equipment.

-Positions, the paramount requirement of which is the operation of microfilm and duplication equipment.

OCCUPATIONAL INFORMATION:

File work consists of maintenance, control, protection, and disposition of records for efficient reference service and for retrieval of information and materials.

Most filing systems are broken down into three classifications:

-Alpha/Numeric - Materials are filed in alphabetical or numerical order through the use of obvious key words or numbers. (This system is the least complex, requiring very little judgment in determining key word or numerical code.)

-Subject: Materials are filed by major division or subject heading. (This system is more complex, requiring some judgment in determining the proper key word or division.)

-Decimal: Materials are assigned numbers in accordance with a prescribed classification system. The system provides for filing and retrieval of material according to numerical families and subfamilies. (This is the most complex system requiring judgment in determining and assigning the proper numerical classification to be used.)

(Cross indexing may exist in any one or combination of these systems)

FILE CLERK AS-0305-0: (cont'd)

Filing work includes determining the proper classification of materials to be filed; sorting and arranging records in cabinets or other containers, and within folders, in accordance with file codes or symbols; locating and withdrawing records or information from records to meet the needs of users; cross-referencing file material; removing records for disposition according to established schedules and applicable rules and regulations; assembling records to ensure that material on specific transactions or subjects is kept together; and using various sorting or other mechanical devices provided to facilitate processing when large volumes of materials are involved.

Some file positions require the processing, filing, locating of, and accounting for security classified materials. The mere fact that employees have contact with such materials does not, in itself, affect the grade level of the position. Under no circumstances shall the mere presence of duties involving security classified materials be the basis for assigning a specific grade level.

FILE CLERK AS-0305-1:

Positions at this level include the performance of duties at the same level of difficulty as the following:

-Sorting, arranging, and filing material in accordance with a specifically described and readily understood system or similarly processing material in accordance with predetermined and clearly designated alphabetical, numerical, or chronological systems.

-Withdrawing specified material when no search is entailed.

-Charging out located material, canceling charges, and refiling materials previously withdrawn.

-Performing the simplest indexing duties, such as recording dates or file numbers on indexing cards.

Complete and detailed instructions are provided by the supervisor. These instructions are readily memorized and repetitive in nature. The supervisor is available for guidance and assistance while the tasks are being performed.

FILE CLERK AS-0305-2:

Positions at this level include the performance of duties at the same level of difficulty as those outlined below:

-Arranging, filing, or withdrawing material according to an established filing system of some complexity requiring recognition of certain pertinent but clear-cut details (for example, subject, name, or numerical file when the identification must be established by date of birth, serial number, subject heading, or other specified information).

FILE CLERK AS-0305-2: (cont'd)

-Classifying material for simple decimal files having a limited (two or three) number of distinct subject matter codes or similar headings with which the material to be classified can be readily and easily associated.

-Indexing or cross-indexing when the addition of such items as name, date, and file classification, a brief summary of the material is prepared, or when a few simple rules are observed in determining when or to what extent material should be cross-indexed.

-Searching for material when the search is limited to three or four designated or obvious places within the files or a like number of readily identifiable locations outside the file unit.

-Work is performed independently. Supervisor gives instructions and guidance, approves any deviations from established procedures, and spot-checks work for accuracy.

FILE CLERK AS-0305-3:

Positions at this level normally include the performance of duties at the same level of difficulty as those outlined below:

-Classifying, cross-referencing, and coding in a more complex decimal file system requiring reading and analyzing the substance of the material when the main topic is easily discernible and the coding system is prescribed but the volume is large.

-Performing searches for records in a moderately complex filing system, the characteristics of which include a wide variety of documents along with a more difficult 13-digit numerical or alphabetical system requiring judgment in determining the key word or numerical code used within the applicable system.

-Maintaining master file of a wide variety of administrative circulars, notices, and publications and providing complete sets upon request.

-Searching assignments occasionally involving such characteristics as incorrect, indefinite, or incomplete information and requiring reference to guides, indexes, or other media to locate materials requested.

-Searching through current and old files to establish continuous records when such files are voluminous and some judgment is required to associate related documents correctly.

The supervisor assigns work in terms of priority and is available for assistance with unusually difficult searches. The employee performs work independently.

FILE CLERK AS-0305-4:

Positions at this level include the performance of duties of the same level of difficulty as those outlined below:

FILE CLERK AS-0305-4: (cont'd)

-Classifying and cross-referencing material in one or more technical or professional fields when this requires sufficient familiarity with terminology to recognize general classes or types as well as constituent parts.

-Classifying and cross-referencing by subject matter difficult material of a nontechnical nature, such as reports, memoranda, and correspondence of a policy nature that relate to or affect many activities in which the classifier must recognize the extent of the necessity for subject matter cross-referencing.

-Classifying, cross-referencing, protecting, and searching security classified material with responsibility for releasing it only to authorized offices or individuals when classifying, cross-referencing, filing, and searching requires the exercise of judgment in a complex filing system. The incumbent must possess a knowledge of the organizational structure, work assignments, and the relationship among operating units in order to determine what material can be released to what offices.

-Performing unusually difficult special searching for records when the searcher is required to apply a knowledge and understanding of the complete file system or a classification and cross-referencing system; the searcher is required to apply a knowledge of the kinds of files maintained in various operating units and of the flow of work and general functions of the organization that the files serve; and initiative and judgment are required in selecting possible places to search and in planning the sequence of the search.

-Segregating, screening, selecting, and assembling file and record material for destruction or transfer to records depository when instructions, procedures, and precedents are specific as to the types of files, records, or documents to be selected, but do not precisely identify the specific papers or documents.

Work is performed under the general direction of the supervisor, who provides instructions for new or unusually difficult assignments. The incumbent proceeds with day-to-day assignments without frequent reference to the supervisor.

FREIGHT RATE ASSISTANT AS-2131-5:

At this level, the employee performs up to three of the duties listed below:

-Reviews stock catalogs to ensure that classification lists for freight that moves regularly in commercial channels are appropriate; reviews amendments to lists of stock items to select and include additional items described in classification publications issued by the carrier; removes from the stock catalogs those items that are no longer shipped, and otherwise keeps this information current; secures required or additional information necessary for the identification and classification of freight through reference to material such as contracts, specifications, and similar sources within the office.

-Prepares bills of lading and determines the freight classification descriptions for a variety of commodities within a commodity group by comparing with similar, easily accessible information.

-Maintains file with transportation data on all items for which the activity has designated supply responsibility, including the stock number, nomenclature, freight code item number, less than carload (LCL) and truckload rating, and description as described in applicable tariff.

-Maintains tariff files, special quotations, publications, billing guides, or similar freight classification, rating, and routing guides; codes, classifies, cross-references, files and locates, and refiles this material.

-Compiles data concerning carload, truckload, LCL and less than carload classification ratings and size and use of carrier's equipment ordered.

-Assembles and organizes material or billing and shipping guides to be issued.

-Performs elementary rating, routing, and classification duties.

FREIGHT RATE ASSISTANT AS-2131-6:

At this level, the employee performs four or more duties listed at the AS-5 level.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
GENERAL CLERK AS-0301-0

CHARACTERISTIC TYPES OF CLERICAL WORK:

This standard is based on the concept that clerks may perform one of two different kinds of work. In this guide, these two types of work are defined as procedural clerical work and substantive clerical work.

Procedural clerical work is that in which the clerk is not directly concerned with the subject matter of the transaction; that is, the clerk is not responsible for determining the what or why of the transaction but rather ensures that the procedures for processing the transaction are followed. In doing this, the clerk applies a series of prescribed procedures or steps. For example, the filing, coding, or routing of documents for an organization is performed by identifying the nature of the document (name, organization, or stated subject matter) and determining the disposition of the document by reference to a specific set of regulations or guidelines (a filing manual or a routing guide) that explains how the document is to be handled.

Substantive clerical work is that in which the clerk is concerned with the subject (or the what and why) of the transaction. Clerks performing such work primarily ensure proper procedures have been followed. For example, the processing of a voucher may require that the clerk determine the nature of the financial transaction by reference to contracts and general policies to determine whether the voucher is properly prepared in terms of legal requirements and whether or not payment of the voucher should be made. The clerk, therefore, is concerned with the substance contained in the document and may have only a secondary concern for the procedures by which the document is processed.

This standard recognizes this concept in the grade levels of the positions. Procedural clerical work is found primarily at grades AS-1, AS-2, and AS-3. Substantive clerical work spans the grade levels AS-3, AS-4, and AS-5. Grade AS-3, therefore, contains two basic types of positions--one of which is the highest level of procedural clerical work and the other, the lowest level of substantive clerical work.

GENERAL CLERK AS-0301-1:

JOB ORIENTATION REQUIREMENTS:

The training or on-the-job development required is almost negligible and is usually limited to an explanation of the clerical steps, and their sequence, that constitute the position. The instruction may take from less than an hour to several days. Full performance under the usual kind and degree of supervisory control is expected after only a few days of on-the-job practice and trainning.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Only a few guides or instructions are applicable to the work. The guides

GENERAL CLERK AS-0301-1: (cont'd)

and precedents used are completely detailed and specific to the work and are always available. Their applicability is obvious.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

No subject matter knowledge is required beyond that included in the guides and instructions. Knowledge of required procedures is limited by the simplicity and restricted variety of clerical procedures that constitute the work.

ASSIGNMENT COMPLEXITIES:

Work consists of one or two clerical steps repetitively performed in the same sequence.

JUDGMENT REQUIREMENTS:

No judgment of any significance is involved. Situations may entail choices of no consequence or significance or choices to satisfy the personal desires or convenience of the employee.

GENERAL CLERK AS-0301-2:

JOB ORIENTATION REQUIREMENTS:

The training or on-the-job development is generally limited to detailed instruction on the work to be performed, the guides to be followed, and the sequence of the work. This training generally requires from several days to a few weeks after which an employee is normally capable of full performance of the work under the usual degree and kind of supervisory control.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous procedural guides in the form of manuals and written and oral instructions are applicable. (Example: How to code and file documents in an extensive alphabetical file having specialized instructions for coding and filing many types of names and persons.) The guides and precedents used are detailed and specific to all aspects of the work, are always available, and present no unusual problems in determining their applicability.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Except for some understanding of the terminology used in the organization served, no subject matter knowledge is required beyond that included in the guides and instructions. Knowledge of required procedures is limited.

ASSIGNMENT COMPLEXITIES:

Typical assignments consist of several clerical steps usually repetitively performed in a prescribed sequence or, when the sequence varies, ordered by clearly applicable instructions.

GENERAL CLERK AS-0301-2: (cont'd)

JUDGMENT REQUIREMENTS:

The use of judgment is limited to such things as choosing for each individual case or assignment the proper procedural guide, instruction, manual, and regulation from among those the employee uses.

GENERAL CLERK AS-0301-3:

JOB ORIENTATION REQUIREMENTS:

The training or on-the-job development involves detailed instruction on the work to be performed, the guides to be followed, and the sequence of the various steps and tasks. The amount and complexity of the material to be learned is sufficiently extensive that an employee without prior specialized training or experience is normally in a learner or limited performance status for a period ranging from several weeks to a few months, after which the employee is normally capable of full performance of the work under the usual degree and kind of supervisory control.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

-A large number of procedural guides in the form of manuals and written and oral instructions are applicable. The guides and precedents used are specific, directly applicable to the work, and always available, but because of their volume and nature, present some problems in selecting the applicable guide or precedent.

OR

-A few or limited number of substantive guides, instructions, regulations, manuals, and precedents, are applied. (Examples: The guides, instructions, regulations, and decisions, that apply to the examination of vouchers for uncomplicated purchase transactions under either an informal or a simple bid and acceptance procedure). The guides and precedents cover substantive matters and tend to be in the form of rules, principles, and precedents applicable to problems that are clearly within the coverage of the guides. This usually requires some adaptation and interpretation of the guides. Considerable search may be necessary to locate the guide applicable to a specific substantive problem. Problems in deciding among several applicable precedents or guides may arise, and procedural guides may be used.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

-Subject matter knowledge beyond that included in the guides and instructions is limited to understanding the terminology used in the organization and some familiarity with the work done in related organizational segments. Knowledge of clerical procedures is extensive.

OR

-Involves a body of knowledge similar in kind or type but significantly less extensive than that required and outlined at the AS-4 level.

GENERAL CLERK AS-0301-3: (cont'd)

ASSIGNMENT COMPLEXITIES:

-Work consists of moderately complex assignments requiring numerous procedural clerical steps, the nature or order of which may vary to a significant degree from one assignment to another in accordance with instructions.

OR

-Work consists of a few substantive types of narrow assignments, each requiring several clerical steps that may vary in nature and sequence on the basis of the requirements and characteristics of each individual case or work item. (Example: The examining of vouchers for simple purchase transactions when this requires several steps involving comparing, computing, and applying regulations. The examining work may or may not require, for each voucher, the drafting of correspondence that may be addressed to any of several persons, that may ask or transmit any of a variety of data, and which may become necessary at any of several stages in the examination of each voucher.)

JUDGMENT REQUIREMENTS:

-The use of judgment is limited to choosing the appropriate instruction for application in each individual case or assignment from among a large number of guides and instructions and to recognizing problems requiring referral to others because the available instructions, regulations, manuals, and procedures are not applicable.

OR

-The use of judgment is required in selecting and applying a limited number of substantive guides, general principles, or general rules. Situations may also involve the selections as described in the preceding paragraph.

GENERAL CLERK AS-301-4:

JOB ORIENTATION REQUIREMENTS:

The work to be performed is of such difficulty, variety, or complexity and requires knowledge of such an extensive and complex body of guides, instructions and subject matter knowledge as to require a total on-the-job training, experience, or development period that ranges in time from several months to approximately 1 year before the employee has encountered the full cycle of operation at least once or has dealt with a sufficient proportion of the total possible variety of cases to perform under the usual degree and kind of supervisory control.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous guides, instructions, regulations, manuals, and precedents are applied. (Example: The policies, procedures, and regulations applicable in the examination of vouchers for reimbursement and precedents cover substantive matters and tend to be in the form of rules, principles, and precedents applicable to problems that are clearly within the coverage of the guide, but which require some

GENERAL CLERK AS-0301-4: (cont'd)

adaptation and interpretation of the guides. Extensive searching may be necessary to locate the guides applicable to a specific substantive problem. This grade level is characterized by significant problems in deciding among several applicable precedents or guides.) Procedural problems may also arise that are not covered by a specific guide.

Subject matter knowledges are substantive in nature (of a body of knowledge; of an academic area; of the organization's programs and operations; or of a body of principles and concepts) and are in addition to the knowledge of procedures (rules, guides, and instructions) typical of the lower grade levels. (Example: The body of knowledge of the organization and of its activities and operations and, in addition, the knowledge of the file manual that is used to classify material for file in a central correspondence file at division or headquarters level.)

ASSIGNMENT COMPLEXITIES:

Work consists of a series of numerous procedural and substantive steps that vary in nature and sequence because of the variations in the particular characteristics of each case or transaction.

JUDGMENT REQUIREMENTS:

Judgment is used in choosing and selecting not only from among a very large number of procedural guides but also from numerous substantive guides; in making clerical decisions of a substantive nature requiring selecting the best from a group of prescribed alternatives; and in recognizing for referral to others problems not covered by the available guides.

GENERAL CLERK AS-0301-5:

JOB ORIENTATION REQUIREMENTS:

The work to be performed is of sufficient complexity, variety, and difficulty and requires extensive knowledge of such a large and complex body of guides, instructions, and subject matter knowledge that a period of on-the-job experience, training, or development ranging from many months to approximately 1 year is required in addition to the training required at the AS-4 level.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Extensive guides in the form of instructions, regulations, manuals, and precedents are applied. The guides and precedents for substantive matters are in the form of regulations, policies, and procedures that are not specific and detailed and, therefore, require considerable interpretation and adaptation. A significant proportion of substantive problems may involve such sufficient difference from established guides that some work may involve the preparation of recommendations for action. Extensive searches may be necessary to locate existing guides or to verify that no guide or precedent is available.

GENERAL CLERK AS-0301-5: (cont'd)

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

The body of subject matter knowledge applied is similar in nature to that described at the AS-4 level but is significantly more extensive and complex.

ASSIGNMENT COMPLEXITIES:

Work consists of complex, substantive clerical transactions that involve widely varying procedures and steps performed in any of a wide variety of sequences. The nature and variety of assignments is such that the determination of what steps and procedures are necessary and the sequence of their performance is a major factor in the work.

JUDGMENT REQUIREMENTS:

Judgment is exercised in determining alternatives from among a very large number of substantive guides; in recognizing possible alternative actions when these are not prescribed or readily apparent; in selecting or devising the procedural steps necessary in solving substantive clerical processes; and in recognizing and referring to others those problems that require other than clerical decisions or actions.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
INSURANCE AND CLAIMS CLERK AS-0998-0

INSURANCE AND CLAIMS CLERK AS-0998-4:

NATURE AND VARIETY OF WORK:

An Insurance and Claims Clerk at this grade level performs a variety of functions, including processing insurance and claim actions and employee insurance files. The assignments are primarily concerned with the procedural aspects of insurance and claims-processing transactions. This involves obtaining and checking for the presence of necessary documents in proper sequence. Assignments also involve contacting appropriate sources within the organization to secure missing data or documents.

To a limited extent, some substantive processing is involved in assignments at this level. This involves checking a few items of information for conformance to applicable policies and regulations (for example, determining that those who have signed to authorize the action do in fact have this authority; determining that the regulation cited as authority for the action is the proper one).

Typical duties are as follows:

-Receiving and posting insurance data and information pertaining to individual insurance accounts.

-Preparing and typing applications, waivers, renewals, amendments, and related documents required by the insurance policies.

-Issuing insurance certificates and checks, identification cards, and pamphlets pertaining to various benefits and coverages.

-Reviewing employee fidelity bond applications and personnel actions to ensure correctness, obtaining omitted information, and forwarding completed forms and documents to insurance companies, officials, and employees.

-Maintaining files of correspondence and insurance records, and posting changes as required.

-Preparing correspondence to management officials, individuals, and insurance companies to resolve problems and omissions (for example, questions of eligibility, enrollment, and changes in coverage and terminations).

-Researching files for data used in replies to inquiries and past actions.

INSURANCE AND CLAIMS CLERK AS-0998-4: (cont'd)

NATURE OF SUPERVISORY CONTROL EXECRCISED OVER THE WORK:

Work involving procedural matters is routinely subject to a general administrative and technical review. Any assignments dealing with substantive clerical matters receive close technical review. Supervision over the position is normally exercised by a higher-grade Insurance Claims Clerk, Claims Examiner, or Insurance Specialist who makes assignments or controls the flow of work; provides instructions and guidance on work operations not covered by detailed written or oral instructions and procedures; and explains new procedures and changes in work methods.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Explicit guidelines are available for procedural work, such as standard office procedures and other written instructions. These depict a range of commonly occurring transactions and explain the use of various forms, records, and reports. Written guides in the form of regulations or policy statements are available for any substantive work. In addition, either a higher-grade clerk or the supervisor is readily available to provide guidance whenever needed.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter knowledge beyond that included in the guides and instructions is limited to a basic understanding of the insurance and claims function to which assigned and some familiarity with the work done within other segments of the entire insurance and claims organization.

INSURANCE AND CLAIMS CLERK AS-0998-5:

NATURE AND VARIETY OF WORK:

Positions at this level require subject matter or substantive knowledge of the insurance and claims functions, such as records and files procedures, involving specialized terminology and an understanding of detailed and specific instructions to be followed in the applicable clerical processing of insurance records and claims.

The clerk is required to make several important decisions pertaining to what action is required, what information and which documents are necessary to process the action, and how the action should be processed. In determining what action should be taken, the clerk must interpret correspondence from management officials, insurance companies, commercial companies, or individuals. In determining the necessary documentation or information for action, the clerk must bear in mind the requirements of management and other companies for taking such actions. In determining how to process the action, the clerk must consider the governing legal requirements and the effect of the action on the status of the beneficiary. The clerk must have a good working knowledge of the types of claims actions and the legal and regulatory requirements for each type of action.

INSURANCE AND CLAIMS CLERK AS-0998-5:

Typical duties are as follows:

-Reviewing and classifying claims based on application of provisions of insurance contracts to facts and information contained in purchase orders, invoices, and other source documents; and assembling and preparing claims files for processing to insurance companies with proof-of-loss forms for payment.

-Establishing and maintaining files and logs indicating type of loss, for example, parcel post, air freight, government vessel; amount to be paid; and amount actually collected from the insurer.

-Maintaining suspense files for receipt of final claim documents, investigative reports, tracer correspondence, and other information.

-Consolidating insurance and claims information and preparing reports including activity reports, reports of claims submitted and payments made, and reports of claims opened and closed each month.

NATURE AND VARIETY OF WORK:

-Preparing and submitting tracer correspondence for additional information or evidence, letters transmitting notices of claims paid or to be paid, and claims acknowledgement forms to insurance companies.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

Substantive work is subject to administrative and technical review, which generally includes at least periodic spot-checks on a daily basis to ensure observance of instructions. The incumbent usually works under the general supervision of a higher-grade Insurance and Claims Clerk, Claims Examiner, or Insurance Specialist who makes assignments on a day-to-day basis or controls work on a day-to-day or continuing basis. The supervisor is available for guidance and advice on problems not covered by instructions. Completed assignments are reviewed for adherence to instructions and acceptability.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Employees at this level are expected to possess a more intensive knowledge of the contents of available guides and source material in order to execute their assignments with a minimum of reference to the guides. Insurance and Claims Clerks at this level make extensive searches of guidelines and source material in determining whether or not a special or unusual situation is covered by established policies, regulations, or precedents or whether the situation should be referred to supervisory or technical personnel for decision.

SUBJECT AND MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter knowledges are substantive in nature (for example of a body of knowledge; of the organization's programs and operations; or of a body of principles and concepts) and are in addition to the knowledge of procedures typical of the lower-grade positions.

INSURANCE AND CLAIMS CLERK AS-0998-6:

NATURE AND VARIETY OF WORK:

Assignments at this level are primarily concerned with substantive clerical aspects of insurance and claims administrative functions. Incumbents are responsible for independently performing the full range of functions that include a significant portion of those of an unusually complicated nature within one of the major areas of insurance. This involves a wide variety of transactions that present many possible alternative courses of action. A thorough and comprehensive knowledge is required of the guidelines which provide the basis for clerical assignments in order to independently complete the clerical processing of unusual actions. This, in addition to a good knowledge and familiarity with precedent cases or situations, is necessary in order to accomplish independent completion of nonroutine, difficult clerical work processes.

Typical duties at this grade level are as follows:

-Accomplishing assignments that are of sufficient variety over a period of time to require the cyclical or non-cyclical application of several bodies of different instructions and procedures in carrying through processes and operations in the completion of assignments.

-Reviewing the more complex work accomplished by clerks at lower grade levels for correctness and completeness of information and processing.

-Composing correspondence involving an explanation of the status of the insured's account, an explanation of all computations made in calculating payments and fees, and the application of appropriate and applicable regulations.

-Processing complete claims cases, making decisions on subjects such as methods for payments of premiums, uncollectable remittances, lapses and reinstatements of policies and riders, and reductions and increases in amounts of insurance.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

Work is performed subject to general administrative review. Technical review consists of occasional cursory spot-checks of completed actions. The incumbent is judged primarily on ability to complete the work promptly and to independently solve unusual and difficult problems.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Insurance and Claims Clerks at this level must have a good knowledge of precedent actions and of less frequently used policies and regulations as reflected in their ability to take proper action on difficult transactions. In addition, they must be familiar with the work of the entire work unit.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

The body of subject matter knowledge applied is similar in nature to that at the AS-5 level but is more extensive and complex. A knowledge and understanding of the subject matter involved enables the incumbent to understand and use the technical terminology involved in insurance and claims work.

INSURANCE AND CLAIMS CLERK AS-0998-7:

NATURE AND VARIETY OF WORK:

At this grade level, positions involve work (performed individually or with the assistance of one or two clerks) that presents numerous alternative courses of action, such as would exist in performing a full range of clerical functions in two or more of the major areas of insurance and claims. In addition to the clerical assignments, there is also a secondary assignment to provide limited assistance to one or more Insurance Specialists, Claims Examiners, or to a supervisor. Such assignments are related to a much broader area of work than the clerical work.

The clerk at this level is concerned with the more difficult and novel assignments. Assigned cases involve confused or missing records or cases that contain an excessive amount of detail.

Typical duties at this grade level are as follows:

-Processing and controlling complex and sensitive claims actions (for example, dishonored checks and pecuniary liability claims).

-Determining various sources from which to receive information required to process claims and initiate tracer correspondence.

-Initiating and following up on correspondence demanding reimbursement and deciding which of several approaches will bring the best results.

-Contacting retail credit sources and obtaining specific information pertaining to individuals against whom management has a claim.

-Requesting deduction from pay of active military or retired military personnel against whom management has a claim.

-Segregating and recommending to supervisor claims that should be forwarded to legal representatives or claims examiners for possible litigation and preparing a brief history of each case and all pertinent information required for litigation actions.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

There is virtually no technical review of procedural assignments, but there is general review of substantive clerical assignments that are nonroutine. However, when assistance to Insurance Specialists, Claims Examiners, or the supervisor is provided, the work is spot-checked closely by the supervisor.

INSURANCE AND CLAIMS CLERK AS-0998-7: (cont'd)

AVAILABLE GUIDELINES AND INSTRUCTIONS:

The Insurance and Claims Clerk must have a comprehensive knowledge of precedent actions and pertinent rules and regulations. Administrative decisions are made pertaining to actions to be taken on very difficult transactions by applying sound judgment and broad knowledge of all phases of insurance and claims functions.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

The body of subject matter knowledge required is extensive and complex in nature as it relates to all functions of insurance and claims. Familiarity with work done in the different work units is needed as the Insurance and Claims Clerk frequently assists Insurance Specialists and Claims Examiners working the various specialized functions. This assistance-type work is limited to technical administrative functions only as it relates to the incumbent's own work.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
KEYPUNCH OPERATOR AS-0356-0

KEYPUNCH OPERATOR AS-0356-3:

Positions at this level include the performance of keypunch work of the difficulty and responsibility described below and may also include the performance of clerical work classified at this or a lower grade.

Keypunching duties at this level involve recording alphabetic or numeric data or verifying data previously punched. Positions are classified at this grade on the basis of skill in the full use of an alphabetic keyboard, and/or the abilities required to perform punching duties that involve a number of documents, cards and tapes, and procedures. Alphabetic punching duties at this grade level range in difficulty from simple duties requiring the full use of the alphabetic keyboard to those having the elements described below. Numeric punching duties classifiable at this level are those having the characteristics described in the following material. (Numeric punching that is substantially simpler than the work described at this level is classifiable in grade AS-2.)

Keypunching duties typical of this level are as follows:

-The punching procedures applied are readily available and prescribe in detail the particular items to be punched; the location and identification of the item on the document; the specific instructions for punching each item; the specific action to be taken when data are missing or are in any way not as described in the instruction; and all other similar matters required in the punching and verifying of the data.

-The punching procedures are of limited complexity but are sufficiently numerous that the operator does not continuously follow the same or similar pattern in type of item punched or location of item on the source document as, for example, the procedures applied in approximately 15 different kinds of reports or punching jobs involving typically punching from one document.

-The documents may be precoded or the work may require the performance, either prior to or simultaneously with the punching operation, of coding duties that do not exceed the AS-3 level of difficulty and responsibility.

-The documents from which data are punched are usually in standard form, items to be punched are located in punching order; instances of misplaced information are relatively infrequent, easily recognizable, and readily located elsewhere on the document; and erroneous information is clearly apparent and of infrequent occurrence.

-The work usually includes responsibility for recognizing clearly apparent coding errors and for correcting such errors when the duties involved do not exceed coding duties characteristic of the AS-3 level in difficulty or responsibility.

KEYPUNCH OPERATOR AS-0356-3: (cont'd)

-The work may include the punching of program cards and tapes suitable for use in punching jobs characteristic of the AS-3 level in accordance with specific procedures.

-Cases involving erroneous items or codes, missing information, or any deviation from routine practice for which specific provision is not made in applicable procedures are referred to the supervisor.

KEYPUNCH OPERATOR AS-0356-4:

Positions at this level include performance of either keypunch and verifier work of the difficulty and responsibility described in the following paragraphs, or clerical work classifiable at this grade level and also keypunch work of the difficulty and responsibility described either in the following paragraphs or at a lower grade. Keypunch Operator AS-4 positions may also include other clerical work classifiable at a lower grade.

Keypunch Operator duties typical of this level involve recording and/or verifying data when the work requires (1) the application of a wide variety of specific punching procedures, (2) the application of a moderate variety of more general procedures, or (3) the application, in the punching work, of coding or other clerical knowledges and abilities that are classifiable at the AS-4 level.

Keypunching duties are classifiable at this level when one or more of the following elements or combination of elements occur:

-The documents are precoded, but punching procedures are numerous and frequently used (that is, procedures for approximately 50 different reports or punching jobs occurring in a 6-month period). Keypunching duties of this kind necessarily involve a wide variety in the number and kind of documents, cards and tapes, and items. All of these are often different for each report or punching job. This requires that the Keypunch Operator memorize the essentials of the procedure and instructions applicable to numerous different punching jobs and have the ability to make the rapid adjustments required by numerous variations in type of item punched and the punching order followed in order to maintain acceptable accuracy and speed.

-The variety of reports or punching jobs is moderate (that is, fewer than the number described in the paragraph above), but the Keypunch Operator is required to select the information required; identify and locate on the document the items to be punched, or recognize data appearing in other than the prescribed form or designation, or extract the information to be punched from several locations on the documents or from more than one document, or search for and interpret information to be punched, or to perform other similar duties classifiable at the AS-4 level; and determine the punching order to be followed from the form involved. The necessity for performing duties of this kind of information may arise because the punching procedures designate the kind of information to be punched, the source documents, and the kinds of cards and tapes in general rather than specific terms; the documents

are in nonstandard form or a variety of forms and are received from sources reporting practices that are not subject to control, or other otherwise of such nature that erroneous, incomplete, misplaced, illegible, or similar entries typically occur; or of other similar conditions.

-The work includes the application of punching procedures that are in tentative form and are being applied for testing purpose when the Keypunch Operator is responsible for suggesting changes in the punching order, the placement of the item to be punched on the document, and similar matters that might facilitate the keypunching operation and the trial procedures involved are designed for use in keypunching jobs characteristic of the AS-4 level. Performing this type of testing for keypunching jobs characteristic of the AS-3 level is not classifiable at this level unless such work is performed on a substantially full-time basis.

In addition to the work described in any of the above paragraphs, keypunching duties at this level may include the punching of program cards and tapes appropriate for use in the punching of reports characteristic of the AS-4 level.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
LIBRARY AID AS-1411-1

DUTIES AND RESPONSIBILITIES:

-Following established procedures, charges out books, pamphlets, magazines, and other circulating publications to eligible borrowers; discharges library materials on return; keeps records of overdue books and prepares and sends notices to borrower to return overdue books and publications.

-Shelves books and magazines in accordance with alphabetical and numerical system used in library.

-Is responsible for maintenance of rules concerning use of library during absence of supervisor, including closing library at required time.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
MAIL CLERK AS-0305-0

MAIL CLERK AS-0305-1:

Positions at this level are characterized by the following:

-The work includes the performance of duties of a routine nature, requiring the repetitive application of a few specific instructions.

-The guides used are clearly applicable and so limited in number that they are readily memorized or applied from oral instructions. Usually included are such guides as locators, telephone directories, distribution lists, instructional handbooks, or other similar material.

-Personal work contacts are limited to those made for the purpose of replying to inquiries regarding time of mail delivery or other similar purposes.

-The work is performed in accordance with specific, detailed instructions so that there is little or no opportunity for the exercise of initiative or judgment.

-The work is performed under a mail supervisor or other employee who makes assignments, is available as needed for advice or instruction concerning any matter involved in the work, and reviews the work performed to ensure accuracy and compliance with instructions.

Assignments include one or more of the following mail duties:

-Counting and recording the amount of mail received and dispatched.

-Sorting mail into a few broad, obvious categories (for example, bulky mail or material addressed to specific individuals or organizations.)

-Sorting mail for individuals or organizations specifically indicated in the address or designated by employees in higher-grade positions.

-Separating mail for dispatch by a few such clearly indicated types as air, special delivery, and first class.

-Checking mail for the presence of a few indicated enclosures, file numbers, signatures, and similar easily recognized matters; removing file copies; and affixing postage where the amount is predetermined.

MAIL CLERK AS-0305-2:

Positions at this level are characterized by the following:

-The work includes the performance of duties of a routine nature requiring the application of a limited variety of specifically applicable postal or administrative regulations and the use of a simple sorting system.

-The guides may include, in addition to those described at the next lower level, charts or manuals showing the basic functions and organization of several operating units of the organization, postal zone and rate charts, or other material that is readily available.

-Person-to-person work relationships normally include such contacts as those made to furnish, from readily available sources, factual data concerning mail (for example, status, location, or distribution of communications).

-The regulations, procedures, and instructions governing the performance of the work are typically more varied than those described at the next lower level. There is little or no ingenuity or judgment required in the work.

-The work is generally performed under a mail supervisor or other employee who makes assignments, is available as needed for advice or instruction concerning any matter involved in the work, and reviews the work performed to ensure accuracy and compliance with instructions.

Assignments include one or more of the following mail duties:

-Sorting incoming mail for distribution that is addressed in a variety of ways requiring association of names, room numbers, and/or organizational abbreviations.

-Reading and routing mail when this requires a knowledge of the basic organization and functions of several operating units.

-Recording registered or insured mail, valuables received in mail, or other designated materials received for reference or control purposes.

-Maintaining a directory or locator file system by name, room, telephone number, or forwarding address.

-Inspecting outgoing mail for complete addressing, sealing, and typing to withstand normal handling and sorting such mail for city post office and inter- and intradivision deliveries.

-Sorting outgoing mail for a substantial number of field offices when communications are addressed only by code numbers.

MAIL CLERK AS-0305-3:

Positions at this level are characterized by the following:

-The work typically includes the performance of mail duties requiring the exercise of some initiative and judgment in the application of a variety of pertinent regulations, procedures, and instructions; knowledge of the basic organizations, functions, and flow of work of the operating units served; and knowledge of postal regulations applicable to various types of mail.

-Guides include such material as written or oral instructions concerning methods of performing the work, postal regulations, rate and zone charges and manuals defining procedures for the handling of security classified materials. These guides are readily available and are, in most cases, clearly applicable to the work involved. However, the work requires the exercise of some judgment in recognizing and referring to the supervisor such matters as deviations from established procedures and matters not covered in procedures or instructions.

-Personal work contacts include those made to explain or furnish information concerning pertinent postal regulations, procedures or to deliver mail containing checks or other valuables.

-The work is characterized by responsibility for making routine decisions in compliance with established procedures and pertinent regulations. The employee refers to the supervisor for approval prior to action.

-Supervisory control over positions at this level is exercised by a mail supervisor or other qualified employee who assigns work, gives instruction on matters involving deviations from established methods or procedures, and spot-checks the work performed for accuracy, adequacy, and compliance with established methods, procedures, and instructions.

Assignments normally include one or more of the following job duties:

-Reading and routing mail by general subject matter content when there are some problems in routing because the functions of some units are closely related, very similar, or otherwise difficult to distinguish for mail routing purposes.

-Occasionally reading and routing mail by detailed subject matter content to a smaller number of points when this requires a limited knowledge of technical or specialized terminology.

MAIL CLERK AS-0305-3: (cont'd)

-Reading and checking outgoing mail for completeness, readiness for dispatch, and conformity to a substantial number of administrative instructions and to any applicable postal regulations.

-Receiving, inspecting, packaging, addressing, and selecting the appropriate mode of transportation in accordance with specific detailed instructions.

MAIL CLERK AS-0305-4:

Positions at this level are characterized by the following:

-The work normally includes the performance of mail duties requiring the exercise of initiative and judgment in the application of a substantial number of pertinent regulations, procedures, and instructions; and knowledge of the organizational structure, work assignments and of the flow of work and relationships among operating units.

-Guidelines that are applicable are more numerous and detailed than those characteristic of the AS-3 level. In addition, the work at this level includes matters involving deviations from or revision of established procedures and the use of regulations or procedures described in general terms. Thus, there is need for resourcefulness and judgment in determining the applicability of guides of a general nature.

-Personal work contacts are made with persons within the various organizational units for such purposes as furnishing factual information concerning mail operations, regulations, or procedures and securing or furnishing information on the current location or status of specific communications.

-Those decisions that are made on a routine basis, in accordance with established procedures and regulations, concern matters that involve a number of related subjects. In addition, the work includes determining whether established procedures and regulations are applicable to new or unusual matters or whether such cases should be referred to the supervisor.

-Supervisory control over the work is exercised by a mail supervisor or other qualified employee who assigns work, provides advice, as requested, on matters involving possible deviation from established policy or procedures, and makes occasional spot-checks of work performed for compliance with procedures.

Assignments usually include one or more of the following mail duties:

-Reading and routing mail by general and detailed subject matter content to a large number of points when there are problems in routing because the functions of the units involved are closely related, very similar, or otherwise difficult to distinguish for mail-routing purposes.

-Reading and routing mail by general subject matter content to a substantial number of points when this requires knowledge of technical or specialized terminology.

MANAGEMENT ASSISTANT AS-0344-5:

NATURE AND COMPLEXITY OF ASSIGNMENTS:

AS-5 Management Assistant positions are designated to develop the knowledge and skills required to perform work that includes a range of procedural tasks supporting AS-6 and AS-7 Management Assistants or includes substantive management technical work supporting AS-7 Management Assistant or UA Management Analysts.

Typical of the tasks assigned, under the conditions and controls as described for this level, are the following:

-Gathers facts on routine reports. Extracts data from prescribed sources. Notes errors (for example, improper reporting intervals, incorrect reporting symbols, or missing information). Compiles and presents results in prescribed manner of reporting (for example, columnar, tabular or graphic form) to higher-grade employees.

-Reports on the supplies and equipment used and man hours consumed in processing communications. Searches through files and other reference material, organizes and presents factual information. Studies flow of communications to determine time consumed from origination to release and compliance with established procedures regarding preparation, number of copies, distribution, and organizational symbols used for routing.

-Makes workflow studies confined to a segment of the operation, prepares reports, and assists higher-grade Management Assistants.

SUPERVISORY CONTROLS:

AS-5 Management Assistants perform work under detailed supervision with guidance from senior employees who monitor their day-to-day activities. These employees do not interpret guidelines or choose between various options. The work is reviewed in detail.

MANAGEMENT ASSISTANT AS-0344-6:

NATURE AND COMPLEXITY OF ASSIGNMENTS:

AS-6 assignments unlike the AS-5 developmental assignments, are nondevelopmental in nature and are made on an individual basis when measurable substantive management assistant work is assigned or involve the broadest possible range of procedural tasks while supporting senior assistants or analysts. Personal contacts at this level include organizational officials in order to gather information and data.

Typical of the tasks assigned under the conditions and controls as described for this level are the following:

MANAGEMENT ASSISTANT AS-0344-6: (cont'd)

-Designs forms in accordance with standards prescribing logical sequence of entries, grouping of related data, adequate spacing, identification, instructions for use, basic items covered, and size and line spacing for making entries by office machines. Normally works from a rough sketch of the proposed form.

-Studies various new but uncomplicated machines or equipment (for example, duplicators or photocopiers), being utilized in a specific functional area and recommends use of the most efficient and econimical equipment from among those already available to perform the work.

-Reviews reports of records disposition. Notes deviations from established schedule and submits report.

SUPERVISORY CONTROLS:

AS-6 Management Assistants perform under general supervision and participate in assigned work with higher-grade employees who provide day-to-day guidance. The procedural work is not subject to critical review. Work of a substantive nature is spot-checked upon completion, when higher-grade employees and supervisors are available for assistance. Guidelines are available and are explicit and applicable to specific assignments.

MANAGEMENT ASSISTANT AS-0344-7:

NATURE AND COMPLEXITY OF ASSIGNMENTS:

AS-7 assignments are made on an individual basis, with each constituting a discrete task (for example, designing or redesigning a form used for one purpose or checking work reports against standards and noting discrepancies). Assignments normally involve one activity or a few nearly identical ones.

Personal contacts involve requesting and providing factual information. These contacts extend beyond the employing unit to the operating activities served.

Typical of the tasks assigned, under the conditions and controls as described for this level, are the following:

-Reviews directives to determine compliance with established format; whether instructions for pen-and-ink changes are clear; proper use of subject classification symbols; and whether directives are still in effect.

-Collects data pertaining to space and location requirements. Makes site studies and develops layout and workflow sketches.

-Conducts methods or procedures studies to gather information and to recommend correction of a specific problem in a single organizational unit, such as a small typing pool.

MANAGEMENT ASSISTANT AS-0344-7: (cont'd)

SUPERVISORY CONTROLS:

AS-7 Management Assistants receive instructions that cover the scope of the assignment and the procedures to be followed. Advice and guidance are readily available during the course of assignments. The work is reviewed for compliance with instructions and the degree of adherence to regulations, procedures, manuals, and precedents. Guidelines are available in the form of manuals, regulations, and procedural instructions.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
OFFICE MACHINE OPERATOR AS-0350-0

OFFICE MACHINE OPERATOR AS-0350-2:

This grade level includes positions that involve operating one or more of the simpler types of office imprinting, duplicating, reproducing, or miscellaneous machines such as those discussed below in performing work ordinarily performed on such machines; or, when machine complexity is not the primary distinguishing factor, involving the performance of simple related clerical work. Office machines operated at this level are relatively simple to operate; that is, they require few adjustments, and are associated with very routine clerical tasks.

At this level, the employee

-operates motor-driven, typewriter-style keyboard graphotype machines in embossing plates when the work is limited primarily to embossing such information as names and addresses. These operations involve the routine selection of data to be embossed from one or two specified lists and the use of a single style or type of address plate with little or no variation in the arrangement of old data on the plates. Graphotype operating at this level may also involve minor maintenance such as changing punches and dies and oiling the machines, and the maintenance of simple alphabetical or numerical plate files.

-operates hand-fed, motor-driven addressing machines without auxiliary attachments in imprinting names, addresses, amounts, and similar information on tags, lists, forms, and other media. The hand-feeding of the machine generally requires relatively low operating speed and few adjustments and, consequently, involves less operating skill and vigilance than do machines described at the AS-3 level. Addressing machine operating at this level may also involve minor maintenance such as oiling, adjusting plate pressure, and changing ribbons on the machine, and the maintenance of simple alphabetical or numerical plate files.

-operates hand- or motor-powered stencil or fluid process duplicating machines (for example, Mimeograph, Ditto, and hectograph) in duplicating letters, notices, instructions, circulars, forms, and similar material. Tasks include minor maintenance, such as cleaning and oiling the machine, minor repairs, and the the maintenance of a simple file of stencils or masters.

-operates transfer posting machines in the process of simultaneously transferring data such as names, addresses, account or claim numbers, dates, amounts, and similar information from master sheets (tabulating machine listings and special vouchers) to ledger forms, checks, and similar media.

-operates simple "same-size" copying devices (transfer and dry processes) such as the Verifax, Autostat, Transcopier, Photostat, Instant Copier, Thermofax or similar equipment in making copies of letters, memoranda, instructions, offset masters, and similar material. Tasks may include minor maintenance when this is limited primarily to cleaning and oiling of the machines.

OFFICE MACHINE OPERATOR AS-0350-2: (cont'd)

-operates automatic, fixed-focus microfilm machines in microfilming such documents as invoices, checks, vouchers, receipts, tax returns, and other similar material. Tasks performed include removing and cleaning the glass guides, replacing burned-out bulbs, and keeping machines clean.

-operates embossograph machines in making signs and names plates; selects and arranges type on base plates; sets sign material and letter material over type; operates press to form impression of letters on signs; finishes off sign. Performs minor maintenance, such as cleaning and oiling press.

-operates other relatively simple office devices, such as envelope-sealing machines and folding machines. Performs minor maintenance, including the cleaning and oiling of machines and the making of minor repairs.

OFFICE MACHINE OPERATOR AS-0350-3:

This grade level includes positions that involve operating for a substantial portion of time one or more of the more complex types of office imprinting, duplicating, reproducing, or miscellaneous machines such as those described below in performing work typically performed on such machines; or, when machine complexity is not the primary distinguishing factor, involving the performance of moderately difficult clerical work. In comparison with AS-2, office machines operated at this level involve greater mechanical complexity (that is, require a greater number and variety of adjustments, present greater operating problems, require more constant attention, and involve somewhat more maintenance and care) and involve more difficult clerical work than that associated with office machine operations at the AS-2 grade level.

At this level, the employee

-operates a motor-driven, typewriter-style keyboard graphotype machine in embossing plates showing names, addresses, amounts, identification numbers, codes, catalog information, and similar data. Graphotype operation at this level involves the selection of data from a number of different lists, schedules, forms, or similar material; the use in many cases of several different types of address plates; and the application of a body of operating procedures, such as applying a good knowledge of written instructions and rules relative to selecting specific data from source media and setting up material. May perform minor maintenance as at the lower grade level.

-operates an automatic-fed, high-speed addressing machine or an addressing machine equipped with auxiliary attachments (such as listers and carbon paper attachments) in imprinting names, addreses, numbers, and other information on envelopes, cards, forms, checks, mailing lists, and other media. Addressing machine operation at this level usually involves minor maintenance as at the lower grade level.

-operates a small offset duplicating machine (not larger than the Multilith 1250 or a machine of equivalent size) in duplicating forms, notices, instructions, contracts, circulars, and other material involving the use of paper masters. Performs minor maintenance such as cleaning and oiling machine, adjusting rollers and changing blankets. May also maintain files of masters.

OFFICE MACHINE OPERATOR AS-0350-3: (cont'd)

-operates an automatic or nonautomatic blueprint machine in making blueprint contact reproductions of drawings, charts, tracings, and other materials. Tasks include the performance of minor maintenance and repair. Duties may also include maintaining blueprint files.

-operates a whiteprint machine (Diazo process) in making whiteprint contact reproductions of drawings, charts, graphs, and other materials. Tasks may also include performing minor maintenance, such as cleaning and oiling machines and maintaining whiteprint files.

-operates an automatic or nonautomatic photostat machine in making the same-size, reduced, or enlarged negative or positive copies of documents, records, forms, letters, and similar materials, including faded or colored originals. Tasks include mixing necessary chemical solutions, loading machine with sensitized paper, and performing minor maintenance.

-operates an automatic, fixed-focus microfilm machine as described at the AS-2 grade level and in addition is responsible for reviewing and inspecting exposed and developed microfilm for proper targets, blurs, correct numbering sequences and indistinct exposures; the cutting out of defective portions; and the splicing in of rephotographed segments, using a splicing machine.

-operates an electrically driven inserting machine or inserting and sealing machine, which mechanically inserts or stuffs material (forms, cards, and checks into envelopes and, in the case of inserting and sealing machine, seals envelopes). May perform minor maintenance and repair, such as cleaning and oiling machine and changing suction cups.

-operates a Holoid Xerox copying machine, which includes the Xerox camera, processor, fuser, and toner, to produce individual copies of master or paper plates for multilith or other offset duplication process. May perform minor maintenance and make minor repairs to the machine as required.

OFFICE MACHINE OPERATOR AS-0350-4:

This grade level includes positions that involve a substantial amount of time performing office duplicating and miscellaneous machine-operating duties. A considerable degree of operating skill and alertness is required due to the number and sensitivity of control adjustments on the equipment and the nature of the work being processed.

At this level, the employee

-operates an Eastman Microfile or similar machine in microfilming bound and unbound material of various sizes, such as newspapers, maps, plans, and drawings. Performs minor maintenance and may make minor repairs to the machine.

-operates a Differential Spacing Varitypist Machine Model J. Typical of this level are duties that require the application of less than the full range of Varitypist knowledges, methods, techniques, and practices and the exercise of limited judgment in planning and layout of copy. Work of this kind is

OFFICE MACHINE OPERATOR AS-0350-4: (cont'd)

characterized by the following: Assignments involve materials that are similar to one another in required format, style, and layout and require the use of a limited variety of established procedures. The material prepared for duplication consists of justified and unjustified plain text, tabulations without numerous internal or subordinate breakdown, and other similar material in which indentations, insertions, footnotes, diagrams, mathematical or scientific symbols, and similar elements occur infrequently or not at all so that there is limited variation in the horizontal and vertical spacing requirements and, consequently, limited complexity in planning the layout of copy; and the required knowledge of Varitypist techniques and practices, style manual requirements, printing terminology, and similar matters is restricted in scope. The work is performed in accordance with previously established procedures or detailed oral or written instructions that provide the necessary interpretation of the applicable specifications.

-operates an IBM Magnetic Tape Selectric Typewriter (MTST) machine, which is designed to record output for reports, letters, and forms. Involved in this operation is recording onto tape, transferring information from one tape to another, and making changes and corrections to the tape. The incumbent must apply the full range of knowledges, methods, techniques, and practices involved in MTST machine operations.

OFFICE MACHINE OPERATOR AS-0350-5:

This grade level includes positions that involve, for a substantial amount of time, performing office-duplicating and miscellaneous machine-operating duties. A considerable degree of operating skill and alertness is required due to the number and sensitivity of control adjustments on the equipment and the nature of the work being processed.

At this level, the employee

-operates a Differential Spacing Varitypist Machine Model J. Typical of this level are duties that require the application of the full range of Varitypist knowledges, methods, techniques, and practices and the exercise of considerable judgment in planning the layout of copy. Work of this kind is characterized by the following: The material prepared for duplication includes tabulations with numerous internal or subordinate breakdowns, material involving substantial use of mathematical or scientific symbols, text material in combination with other material, and other similar material in which indentations, insertions, footnotes, diagrams, and similar elements occur frequently or continually. There is wide variation in the horizontal and vertical spacing requirements. Techniques and practices, style requirements, pertinent printing terminology, and similar related matters are not limited in scope as at the AS-4 level. The work includes the interpretation of specifications.

-operates an IBM MTST with KPAC unit and Magnetic Tape Selectric Composer (MTSC). Typical of this level are duties that require the application of the full range of knowledges, methods, techniques, and practices involved in the operation of both machines. The MTST with KPAC is not only capable of performing the functions of the basic

OFFICE MACHINE OPERATOR AS-0350-5: (cont'd)

MTST (see grade AS-4), but also has the capacity to perform coding operations that relay instructions to the MTSC. The MTSC receives instructions and prints out information according to desired format, layout, measure, and indentation. The operator is required to make tabulations with numerous internal or subordinate breakdowns and must use considerable judgment in determining from general instructions the particular set of manipulations and operations that will achieve the desired results. Involved in the work is the interpretation of specifications, which requires many decisions involving measure, merging mode, line count, line and paragraph indentations, leader spaces, transfers, and corrections.

OFFICE MACHINE OPERATOR AS-0350-6:

This grade level includes positions whose duties and responsibilities are substantially the same as those at the AS-5 level. The primary difference is that the AS-6 incumbent is responsible for training lower-grade employees in the operations of appropriate office machines; acts as a working leader in assuring that the lower-grade operators understand applicable techniques and practices; interprets specifications that indicate the style, form, and arrangement desired in the copy; and performs appropriate machine manipulations that will produce the required results; or responsible for preparing a wide variety of material that emanates from many different offices within the organization served. In this capacity, the employee acts as a central receiving and reproduction point for correspondence, regulations, manuals, and bulletins.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
OPERATIONS CLERK AS-0301-0

OPERATIONS CLERK AS-0301-4:

NATURE AND VARIETY OF WORK:

The incumbent performs a wide variety of complex clerical and administrative duties including

-preparing reports and other statistical and financial data pertaining to the operations activity.

-typing correspondence and reports pertaining to operations.

-preparing and typing purchase orders for authorized customer special order merchandise, solicitations, agreements, renewals, amendments, and related documents required for contracts and agency agreements.

-maintaining suspense files, contract files, departmental regulations, and directives, and posting changes as required.

-providing information pertaining to operations activities to appropriate officials in the absence of the supervisor.

-Providing working direction to clerks or clerk typists, when required by the size of the operation's activity.

JOB ORIENTATION REQUIREMENTS:

The work to be performed is of such difficulty, variety, or complexity that an employee without prior specialized training or experience is normally in a learner or limited performance status for a period of 2 to 3 months, after which the employee is normally capable of full performance of the work under the usual degree and kind of supervisory control.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous guides, instructions, regulations, manuals, and precedents are applied. The guides and precedents cover both procedural and substantive matters and require little adaptation and interpretation of the guides. Extensive searching may be necessary to locate the guides applicable to a specific problem.

OPERATIONS CLERK AS-0301-4: (cont'd)

SUBJECT-MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter knowledges are both procedural and substantive in nature. The work consists primarily of numerous procedural clerical steps and a few substantive clerical steps.

JUDGMENT REQUIREMENTS:

Judgment is used in choosing and selecting, not only from among a very large number of procedural guides, but also from a number of substantive guides. Clerical decisions require selecting the best from a group of prescribed alternatives and recognizing for referral to others problems not covered by the available guides.

OPERATIONS CLERK AS-0301-5:

NATURE AND VARIETY OF WORK:

The incumbent performs a wide variety of complex clerical and administrative duties that include

-Preparing reports and other statistical and financial data pertaining to operations.

-Typing of correspondence and initiating correspondence pertaining to routine matters.

-Preparing and typing purchase orders for customer merchandise authorized by current directives, solicitations, renewals, contract agreements, and all related documents required for contracts and agency agreements.

-Contacting vendors and concessionaires by telephone or form letter for the purpose of correcting purchase order prices and contract discrepancies, expediting shipment and agreements, and cancelling contracts and purchase orders.

-Receiving and coordinating customer complaints and ensuring that satisfactory action is taken.

-Maintaining suspense files and office files, departmental regulations, directives and posting changes thereto, as required.

-Providing information pertaining to operations to appropriate officials in the absence of the supervisor.

-Providing work direction to clerks or clerk typists, when required by the size of the operations.

-Participating in compiling and submitting price surveys to the supervisor.

OPERATIONS CLERK AS-0301-5: (cont'd)

JOB ORIENTATION REQUIREMENTS:

The work performed is of such variety and complexity that it requires an extensive subject matter knowledge of guides and instructions and a total on-the-job, experience, or development training ranging from several months to approximately 1 year. This time period is required to ensure that the employee has encountered the full cycle of operations at least once or has dealt with a sufficient proportion of the total possible variety of cases.

The position requires substantive knowledge of operations such as pertinent regulations and directives, contracts processing procedures, records and files procedures, and special order procedures and procurement procedures, involving specialized terminology and an understanding of detailed and specific instructions to be followed in the applicable clerical processes.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous guides, instructions, regulations, manuals, and precedents are applied. The guides and precedents primarily cover substantive matters and tend to be in the form of regulations, policies, and precedents applicable to problems clearly within the coverage of the guides, but which require some adaptation and interpretation. Extensive searching may be necessary to locate the guides applicable to a specific substantive problem. This position is characterized by significant problems in deciding among several applicable precedents or guides. (Procedural problems may also arise that are not covered by specific guides.)

The position may require substantive knowledge when the incumbent is responsible for accomplishing work requiring an extensive search to locate precedents to be used as guidelines and for selecting the most appropriate precedent. The incumbent must determine which precedent sets forth the proper principle to be applied in each problem case.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter knowledges are substantive in nature (for example, of a body of knowledge and of the organization's programs and operations) and are in addition to the knowledge of procedures (rules, guides, and instructions). The incumbent's subject matter background must enable use of a wide variety of reference books on a regular basis.

JUDGMENT REQUIREMENTS:

Selectivity is used in choosing and selecting, not only from among a very large number of procedural guides, but also from numerous substantive guides in making clerical decisions of a substantive nature requiring selecting the best from a group of prescribed alternatives; and in recognizing for referral to others problems not covered by the available guides. In some instances, a high degree of judgment is needed to select the most appropriate procedure from a number of possibilities.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
PAYROLL CLERK AS-0544-0

EXCLUSIONS:

-Positions involving the installation, maintenance, review, and disposition of time and leave records in which the paramount qualification requirement is specialized knowledge of time and leave regulations, but which do not involve payroll duties.

-Positions in which the paramount qualification requirement is specialized knowledge of personnel rules and regulations or substantive knowledge of retirement programs, or other such programs.

-Positions involving clerical posting, computing, balancing, copying, verifying, and related tasks, without responsibility for application of knowledge of payroll and related regulations, rules, and instructions.

-Positions in which the paramount qualification requirement is knowledge of accounting or bookkeeping practices and procedures other than those kinds of duties related to the payroll function.

PAYROLL CLERKS IN AUTOMATED SYSTEMS

The payroll operation necessarily involves detailed, repetitive processes of arithmetical computation and verification and predictable variations in these. Electronic data-processing equipment and other mechanical equipment used in payroll operations are designed to reduce the amount of clerical time required in computation, balancing of accounts, compilation of costs for personal services, and other similar tasks. Nonroutine payroll actions that do not conform to the machine program are handled on a "manual" basis by the Payroll Clerk.

The grade levels of Payroll Clerk positions at the full performance levels are not based on the routine computing, verification, and compilation tasks (which in automated systems are now handled by machines). Therefore, a shift to performance by the machines of these routine tasks is not a basis for changing the classification of payroll positions. The conversion from a manual system to an automated system brings about some changes in the duties of the positions; however, the fact that the duties are new and different does not necessarily mean that they are more difficult.

The automation of payroll systems takes some routine tasks out of the payroll positions and adds others. The basic requirement for payroll and related knowledges is substantially unchanged by automation. The tasks normally added to the positions are almost always of a lower grade level value than the value of the substantive payroll tasks. The tasks added to the positions do not significantly raise the level of the knowledge required. Therefore, positions responsible for the substantive payroll decisions under automated payroll systems are still classifiable at the grade levels provided by this standard.

PAYROLL CLERK AS-0544-0 (cont'd)

EVALUATION CRITERIA:

The principal considerations in grading Payroll Clerk positions are the variety and breadth of knowledge of payroll and related rules, regulations and instructions, and the responsibility for proper application of these knowledges.

APPLICATION OF THE STANDARD:

The basic requirement in Payroll Clerk positions is knowledge of payroll and related rules, regulations, and instructions. This knowledge is significantly diminished in an automated operation; therefore, this standard is to be applied to positions in both manual and automated payroll systems.

USE OF NUMERICAL GRADE-LEVEL CRITERIA:

Numerical criteria in this standard (for example, number of pay plans, rate of pay change, proportion of standard and nonstandard pay actions, and types of nonstandard actions) are not intended to eliminate the need for judgment based on sound position classification principles. Consideration should be given to the knowledges and abilities that the numerical criteria measure and whether routine application of these measurement devices provides an accurate evaluation of each position.

The criteria are intended to measure the knowledge required and difficulty of the work performed and do not of themselves represent intrinsic values that fix grade levels. It is the knowledges required to be applied and the difficulties of the pay actions, changes, or adjustments encountered, and not the mechanical measure of these characteristics, that determine grade levels. Consequently, payroll positions shall not be evaluated by a strictly mechanical counting of data without also making a judgment as to whether the data have real meaning in the specific position to be evaluated.

PAYROLL CLERK AS-0544-4:

NATURE AND VARIETY OF WORK:

Payroll Clerks AS-4 perform payroll tasks that are limited in difficulty because they have been screened by a supervisor or by a Payroll Clerk in a higher grade; or they perform specified tasks with respect to a limited number of pay accounts that present no high degree of difficulty. In either situation, the work performed by the Payroll Clerk AS-4 does not constitute payroll assignments of the range, complexity, or responsibility characteristic of the next higher level.

Typically, a Payroll Clerk AS-4 performs the following duties:

-Computes the less difficult pay changes where the arithmetical computations and examination of basic authorization documents and notices of leave exception, on which the pay changes made are covered by well established rules, regulations, and instructions, and do not require knowledge of a variety of guidelines.

PAYROLL CLERK AS-0544-4: (cont'd)

-Posts pay and related data to individual pay records and control registers.

-Assists higher-grade clerks in balancing and reconciling payroll, pay records, and control register totals.

-Fills in form letters and composes routine correspondence involving application of more commonly used payroll and related rules, regulations, and instructions. Checks pay records for salary limitation of Federal Insurance Compensation Act (FICA) tax.

-Assists other Payroll Clerks in the compilation of miscellaneous payroll reports by totaling and balancing the data posted on pay cards and control records.

GUIDELINES:

Guidelines frequently used by Payroll Clerks AS-4 are charts, tables, and manuals on salaries, wages, taxes, and related pay data and files of simple or model forms furnished by the supervisor. Employees at this level occasionally use other guides, such as personnel manuals, with instructions from a Payroll Clerk of higher grade or the supervisor. The Payroll Clerk AS-4 is expected to be able to apply those guides and instructions that are simple, clearly defined, and well established, and that are specific for actions commonly occurring within assignments.

SUPERVISORY CONTROL:

Payroll Clerks AS-4 work under the technical supervision of clerks in positions of higher grade or the payroll supervisor when performing the more routine aspects of their payroll assignments. They work under closer supervision when assigned to more difficult tasks. Clerks in positions of higher grade usually instruct incumbents in work procedures and check their computations and postings for arithmetical accuracy and for conformance with prescribed instructions.

NATURE OF RESPONSIBILITY:

Responsibility for the work performed at this level normally is assumed by a Payroll Clerk in a higher grade because of the limited nature of assignments, or by the payroll supervisor, who assigns the work and reviews computations and postings.

PAYROLL CLERK AS-0544-5:

NATURE AND VARIETY OF WORK:

At this level, Payroll Clerks examine pay and related actions and compute pay changes for an assigned block of accounts or examine and compute pay actions and pay changes as assigned during the payroll cycle where a block system is not used.

PAYROLL CLERK AS-0544-5: (cont'd)

Payroll Clerks AS-5 are concerned with either

-the processing of pay changes, the preparation of regular and supplemental payrolls, and the maintenance of individual pay records; or

-the examination and verification of pay changes and the maintenance of controls against which the accuracy of pay records and payrolls can be verified.

The same basic knowledges of payroll and related rules, regulations, instructions, and procedures are required in the performance of both of these functions at this level.

Payroll Clerks AS-5 perform a number of duties that are similar to those performed at the AS-4 level. The essential difference between the AS-4 and AS-5 levels is in the responsibility at the AS-5 level for full performance of the work required in the payroll cycle when, with respect to the actions processed or the accounts maintained by the individual Payroll Clerk, typical duties such as the following are performed:

-Computes moderately difficult pay changes when the arithmetical computations and examination of authorized documents on which the changes are based are covered by well-established rules, regulations, and instructions and require a substantial knowledge of a variety of guidelines.

-Audits and processes personnel actions, timesheets, and other related documents required to prepare payroll checks.

-Balances and reconciles payrolls, pay records, and control register totals.

-Fills in form letters and composes routine correspondence.

-Compiles miscellaneous payroll reports.

-Works with pay accounts that are relatively stable; that is, the pay change rate averages less than 40 percent per pay period.

-Works with pay changes that result from standard types of pay actions; that is, 75 percent or more changes result from standard types of pay actions.

GUIDELINES:

Payroll Clerks AS-5 use the basic types of guides available to Payroll Clerks at the AS-4 level; however, Payroll Clerks at the AS-5 level have additional guides applicable to the full range of pay actions characteristic of this level and are expected to be able to apply these on a day-to-day basis without frequent reference to the guides or to the supervisor.

PAYROLL CLERK AS-0544-5: (cont'd)

NATURE OF RESPONSIBILITY:

The Payroll Clerk AS-5 is initially responsible for the correct application of appropriate schedules, grades, rates of pay, and compensation and related rules, regulations, and instructions, in regard to the preponderantly standard types of pay actions and changes; and for completion of the assigned payroll work to meet established deadlines.

SUPERVISORY CONTROL:

Payroll Clerks AS-5 work under the general technical supervision of the chief or assistant chief of the payroll unit or a fiscal supervisor who provides technical supervision. They are expected to be familiar enough with established procedures and applicable payroll and related rules, regulations, and instructions to proceed with a minimum amount of supervision or instruction unless they have questions on which they need advice or assistance from their supervisor.

Pay changes, payroll totals, and pay record totals are examined by another clerk and checked against controls. The supervisor also reviews all correspondence and reports prepared at this level for technical accuracy, format, and completeness and occasionally spot-checks the postings made to individual pay records and control records to ensure their accuracy and conformance with prescribed rules, regulations, and instructions.

PAYROLL CLERK AS-0544-6:

NATURE AND VARIETY OF WORK:

The Payroll Clerk AS-6 works in a payroll operation that is more difficult and complex in terms of duties and responsibilities, activity in the pay accounts, and varieties of nonstandard pay actions. At the AS-6 level, therefore, there is a requirement for greater knowledges of different pay plans, varieties of pay actions, and other factors, and for the application of greater variety of related rules, regulations, and instructions, than is characteristic at the AS-5 level.

Payroll Clerks AS-6 are responsible for full performance of payroll work required in the payroll cycle when, with respect to the actions processed or the accounts maintained by the individual clerk, typical duties such as the following are performed:

-Accomplishes the preparation and distribution of payroll checks for a substantial number of employees.

-Audits and reviews complete payroll data and maintenance of control records.

-Verifies, computes, and completes payroll involving straight-time hours, overtime, deductions for retirement, group insurance, withholding tax, social security, savings bonds, leave; and personnel action forms covering transfers, promotions, merit increases, and insurance changes.

PAYROLL CLERK AS-0544-6: (cont'd)

-Composes routine and nonroutine correspondence.

-Handles pay accounts that are relatively unstable and have a high degree of activity; that is, the pay change rate averages about 60 percent or more per pay period for the assigned accounts.

-Handles pay changes that result from a relatively high percentage of nonstandard types of pay changes, that is, 30 percent to 40 percent or more.

GUIDELINES:

A Payroll Clerk AS-6 has available the same basic guidelines as those described at lower levels. In addition, there are numerous other guides pertaining to the schedules, grades, rates of pay, and compensation and related rules, regulations, and instructions for a larger number and more varied pay plans and rules, regulations, and instructions applicable to a greater variety of nonstandard types of pay actions. Payroll Clerks AS-6 must normally use, therefore, a greater variety of guides than Payroll Clerks AS-5, and the high rate of pay changes and greater incidence of nonstandard pay actions occurring in the work at the AS-6 level requires that the Payroll Clerk AS-6 use greater skill in applying these guides in day-to-day actions without frequent reference in individual cases.

NATURE OF RESPONSIBILITY:

This factor is similar to that described at the AS-5 level; however, the Payroll Clerk AS-6 is responsible for the initial determination and correct application of a greater variety of schedules, grades, rates of pay, and compensation, and related rules, regulations, and instructions relating to other pay plans, and a greater variety of rules, regulations, and instructions relating to more varied types of nonstandard pay actions.

SUPERVISORY CONTROL:

Similar to that described at the AS-5 level.

DOD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
PERSONNEL CLERK AS-0203-0

PERSONNEL CLERK AS-0203-5:

NATURE AND VARIETY OF ASSIGNMENTS:

Assignments at this grade level primarily involve the procedural aspects of personnel transactions. Assignments are related to one of the major areas of personnel management specialization (for example, staffing, training, or personnel relations) and consist of a variety of clerical transactions within that area. Technical complexity consists of a number of procedural steps that must be observed.

The assignment consists of procedural processing of all types of personnel actions, such as appointments, changes in status, transfers, and separations. This involves checking for necessary documents, for completion of all necessary items in each document, and for arrangement of the necessary documents in proper sequence. It also involves contacting appropriate sources within the locale to secure missing data or documents, which requires sufficient skill to secure their prompt cooperation. Assignments of this nature are spot-checked by the supervisor on a daily basis to ensure presence of essential data and documents, and arrangement in proper sequence, as required by procedural policies or instructions. Procedural instructions, generally in the form of manuals illustrating proper use, completion, and sequence of various personnel forms, serve as the basic guidelines for performance of work.

In addition to procedural processing, assignments for experienced workers at this grade level generally include some substantive processing. This ranges from checking a few items of information for conformance to applicable laws and regulations, (for example, determining that those who have signed to authorize action do in fact have this authority and determining that the regulation cited as authority for action is the proper one) to complete substantive checks of one or two types of actions (for example, appointments and separations). Such assignments introduce greater technical complexity, as many more variables are present in the form of alternative courses of action and there are more numerous guidelines. All substantive work is closely reviewed by the supervisor or by a higher-grade Personnel Clerk for conformance to applicable policies, rules, and regulations.

CONTROLS OVER WORK:

Work involving procedural matters is subject to a routine administrative and technical review, which generally includes at least a daily spot-check of completed work for adherence to required forms and procedures. Any assignments dealing with substantive clerical matters receive close technical review for adherence to applicable regulations and policies.

PERSONNEL CLERK AS-0203-5: (cont'd)

CONTROLS OVER WORK:

Explicit guidelines are available for procedural work, such as manuals or other written instructions. These provide illustrations of established procedures, depict a range of commonly occurring transactions, and explain the use of various forms, records, and reports. Written guides in the form of regulations or policy statements are available for any substantive work. In addition, either a higher-grade Personnel Clerk or the supervisor is readily available to provide guidance whenever needed.

KNOWLEDGE AND SKILL REQUIREMENTS:

Knowledge is required of a variety of necessary procedures common to transactions in one of the major areas of personnel specialization and of applicable guidelines for such transactions. Skill in person-to-person contact does not go beyond the ordinary demands of office courtesy involved in securing or supplying specific items of information contained in commonly used personnel forms, records, and reports.

PERSONNEL CLERK AS-0203-6:

NATURE AND VARIETY OF ASSIGNMENTS:

Typical AS-6 assignments are primarily concerned with substantive clerical aspects of processing personnel transactions. As at the AS-5 level, assignments are related to one of the major areas of personnel management and consist of a variety of transactions within that area. Technical complexity is greater than at the AS-5 level, as substantive processing involves more alternative choices for action.

Work consists of substantive clerical processing of all types of personnel actions except those of an unusually complicated or difficult nature. This involves such steps as a review of supporting documents to determine that data are consistent both internally and with file information; proper regulations have been cited as authority for the action; and the proposed action is appropriate for the intended purpose and conforms to applicable rules and regulations. At the same time, a final procedural review is made to determine that all necessary documents are present, complete, and arranged in proper sequence.

Work is spot-checked by the supervisor, usually on a daily basis, for compliance with applicable rules, regulations, and precedent cases. Supervisory guidance is given on novel or unusually complicated questions, or cases involving such questions are referred to the supervisor or a higher-grade Personnel Clerk for completion. AS-6 incumbents are expected to independently complete actions that involve moderately difficult questions.

The work requires a good knowledge of well-established guidelines. These guidelines ordinarily provide a clear basis for taking action, but judgment must be used in selecting the most appropriate guide and in being aware of and selecting an appropriate precedent case when necessary. Considerable skill is

PERSONNEL CLERK AS-0203-6: (cont'd)

required in many of the frequent person-to-person contacts to secure cooperation in making substantive corrections in improperly completed personnel action documents and in explaining regulatory requirements to others, including management officials and job applicants.

CONTROLS OVER WORK:

Substantive work is subject to a general administrative and technical review, which usually includes periodic spot-checks on a daily basis to ensure observance of appropriate rules, regulations, and policies. Guidelines consist of portions of the organization's publications, and these guidelines generally provide a basis for action.

KNOWLEDGE AND SKILL REQUIREMENTS:

Knowledge is required of organization rules, regulations, and policies governing the type of transactions being dealt with, as well as of supplemental local instructions. Person-to-person contacts are frequent and require skill in obtaining compliance with regulations by others, including higher-grade employees and management officials. This often requires considerable tact and diplomacy in persuading someone to take initial action that is necessary to change an action that was improperly taken. Patience and courtesy must be used in explaining regulatory requirements to others, including members of the public who have little or no knowledge of the personnel system.

PERSONNEL CLERK AS-0203-07:

NATURE AND VARIETY OF ASSIGNMENTS:

As at the AS-6 level, Personnel Clerks at this level are responsible for independently processing the full range of transactions, including a significant proportion of those of a novel or unusually complicated nature within one or more major areas of personnel management. This involves a wide variety of transactions which present many possible alternative courses of action. The AS-7 employee is regarded as an expert on clerical personnel transactions.

In addition to the clerical assignment, there is frequently a secondary assignment to provide limited technical assistance to one or more personnel specialists or to a supervisor. Such assignments are related to broader areas of work within the major areas of personnel management (for example, staffing, personnel relations, and training) than are clerical assignments.

Work consists of substantive processing of all types of personnel actions, involving the same steps as at the AS-6 level; however, AS-7 Personnel Clerks are responsible for independently processing the full range of actions representing all levels of difficulty, including a significant proportion of those of a novel or unusually complicated nature.

This processing involves the final technical review of regulatory and procedural aspects of proposed personnel actions, subject only to relatively cursory spot-checks that may be made by the supervisor. In addition to this primary clerical

PERSONNEL CLERK AS-0203-7: (cont'd)

assignment, the AS-7 incumbent provides some technical assistance by processing and orienting all new employees or any other assistance work requested by the supervisor. This normally includes an explanation of their eligibility for leave, health benefits, life insurance, and local policies and conditions related to parking, transportation, housing, or similar matters.

Person-to-person contacts involve explaining basic rules, regulations, and policies in the orientation of new employees; explaining in detail regulatory, procedural, and policy requirements applicable to processing personnel actions; advising on alternative courses of action; and explaining the needs of a particular situation to secure compliance with applicable guidelines.

Work is performed subject to general administrative review. Technical review consists of occasional cursory spot-checks of completed personnel actions. Incumbents are judged primarily on their ability to complete work assignments promptly and to independently solve unusual and difficult problems. Work in connection with orienting new employees is judged primarily on the ability to answer questions unassisted and to transmit information accurately and clearly as reflected by the lack of any apparent misunderstanding by employees subsequent to orientation.

Guidelines for the work are of the same type as for AS-6 level work. However, the AS-7 Personnel Clerk must have a good knowledge of precedent personnel actions and of less frequently used rules and regulations as reflected in the ability to take proper action on difficult cases.

In addition to the skills in person-to-person contacts required at lower grade levels, AS-7 work requires a high degree of ability to find mutually acceptable solutions in processing difficult and unusual personnel actions. Guidelines must be interpreted to others in such a way that they are clear and that agreement with the desired action will be obtained. Basic information must be presented to new employees in such a way that it will be clearly understood and favorably received.

CONTROLS OVER WORK:

Technical review of clerical assignments consists of occasional spot-checks. Work is evaluated primarily on the ability to perform work independently and to complete it in timely fashion.

Technical assistance work of a person-to-person contact nature is subject to the same degree of review, being evaluated essentially on ability to satisfy the needs of the situation without seeking assistance from others. Any other type of technical assistance work is subject to close review by a supervisor to ensure adherence to applicable policies, procedures, and regulations.

PERSONNEL CLERK AS-0203-7: (cont'd)

Guidelines are of the same type applicable to the AS-6 level, consisting of basic publications as well as supplemental instructions. Precedent cases form a particularly important part of the guidelines at the AS-7 level as more work items are encountered in which published guidelines do not clearly apply.

KNOWLEDGE AND SKILL REQUIREMENTS:

A thorough and comprehensive knowledge is required of the guidelines that provide the basis for clerical assignments in order to complete independently the clerical processing of novel and unusual case actions. This, in addition to a good knowledge and familiarity with precedent cases or situations, is necessary in order to independently complete nonroutine, difficult work items. Judgment is required in selecting appropriate guidelines as a basis for action from among the published and precedent material available. This primary knowledge requirement is related to the specific segment of personnel work covered by clerical assignments (for example, processing personnel actions).

The same kinds of skill in person-to-person contacts are required as for AS-6 positions. However, at the AS-7 level, an extra degree of care must be taken as the Personnel Clerk is regarded as an expert in interpretation of rules, regulations, and precedent cases relating to transaction processing. Thus, the incumbent's advice or opinion may serve as the basis for action by the individual concerned. Responses are not always obvious, requiring interpretation of material so that it will be understandable to those who are less knowledgeable. Contacts are frequent in which the incumbent's advice is sought by lower-grade Personnel Clerks to advise on ways of completing a complicated action, to suggest alternative procedures, to explain regulatory requirements and the effect of precedent cases, and to secure compliance with regulatory and policy requirements.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
PHOTO LAB TECHNICIAN AS-1060-5

DUTIES AND RESPONSIBILITIES:

-Prepares solutions and chemicals for developing and printing.

-Develops, prints, enlarges, reduces, intensifies, colors, and retouches photographs.

-Cuts, packages and prices photographs.

-Maintains inventory of supplies and initiates requisitions for replenishment. Keeps equipment in good repair.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
PROCUREMENT CLERK AS-1106-0

PROCUREMENT CLERK AS-1106-4:

NATURE AND VARIETY OF WORK:

Positions at this level involve performance of procurement clerical tasks that require the application of a knowledge of general procurement procedures, basic regulations, and pertinent office practices. The clerical tasks are of a day-to-day recurring nature and are executed in accordance with well-established procedures and methods from which deviations are made only upon instructions from supervisory or higher-level technical personnel.

Typical responsibilities assigned to employees occupying positions in this class are similar to the following:

Upon receipt of contract work sheets, drafts of quotations, drafts of bid proposals, or similar materials, completes or prepares procurement documents, such as invitations for bids, tenders purchase orders, delivery orders, or service and supply contracts, when the format and pertinent information have been outlined and indicated by either supervisory or technical personnel. The material received for processing by procurement clerks at this level has been developed by other employees so that technical, legal, and controversial purchasing problems have been solved. Incumbents of positions in this class are responsbile for selecting and including stock and standard paragraphs, clauses, and attachments necessary to complete the procurement documents, following instructions and office practices, and are also responsible for discerning obvious discrepancies and omissions that require corrective action by higher-grade employees prior to final completion and official distribution.

The checking of procurement documents, purchase requisitions, abstracts of bids, or similar materials, with responsibility for verifying the completeness of the information therein; verifying that offers or bids comply with specifications and requirements in the invitation to bid as to procedural matters; determining costs, prices, and other figures have been correctly transcribed; and segregating procurement transactions into established classes and categories.

The extracting and abstracting of information from procurement documents for the purpose of maintaining status, informational, and statistical records and the furnishing of factual information from such records, such as the status of procurement requests, the nature of the procurement transactions, or the volume and monetary value of procurement transactions.

PROCUREMENT CLERK AS-1106-4: (cont'd)

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

The Procurement Clerk is under the direction of a Supervisory Procurement Clerk or other technically qualified employee in a higher grade who determines the work assignments and typically gives detailed initial instruction and specific explanation of the sequence and application of the work procedures and methods and of the rules and regulations relating to the work. Within this framework, the Procurement Clerk AS-4 performs work independently. The incumbent is expected, however, to refer to the supervisor questions that involve deviations from the established procedures or situations in which the guides and reference material cannot be applied in the standard method or require explanation or interpretation. Likewise, unfamiliar clauses, expressions, or designations are referred to the supervisor for explanation and instructions. The work performed at this level is reviewed thoroughly upon completion for such purposes as accuracy and completeness of content, adherence to established format, and compliance with regulations and rules controlling the procurement transactions.

NATURE OF AVAILABLE GUIDELINES FOR PERFORMANCE OF THE WORK:

Guidelines available to incumbents of positions at this level consist of oral or written instructions presenting detailed, specific operating procedures and the sequence of the steps to be followed. Other guide material consists of samples of standard clauses, illustrative form materials; and regulations and directives applicable to the work assigned.

PURPOSE AND NATURE OF PERSON-TO-PERSON WORK RELATIONSHIPS:

Personal work contacts of Procurement Clerks at this grade are mainly with coworkers and supervisors. Such contacts are primarily to secure clear and specific additional information required to process procurement documents, to obtain clarification of obvious discrepancies or omissions, or to furnish factual information and data from office records. Occasionally, there are contacts with personnel of other units or with representatives of vendors or bidders. Such contacts are for the same purpose as the contacts with supervisors.

NATURE AND SCOPE OF RECOMMENDATIONS, DECISIONS, COMMITMENTS, AND CONCLUSIONS:

Positions of Procurement Clerks AS-4 do not include the making of commitments. A degree of judgment is required in selecting appropriate standard and stock paragraphs to complete various procurement documents; in abstracting or extracting information for control and processing purposes; and in recognizing obvious discrepancies or omissions that require referral to higher authority for corrective action.

PROCUREMENT CLERK AS-1106-5:

NATURE AND VARIETY OF WORK:

The nature of the tasks performed by Procurement Clerks AS-5 is predominantly clerical, based upon a thorough knowledge of the rules, regulations, and practices relating to procurement activities, and is concerned with tasks such as the procurement of items from authorized sources, processing, verifying, or controlling, or with combinations of such tasks. Positions at this level differ from those at the AS-4 level in the degree of initial responsibility assumed, the degree of experience, judgment required, and the execution of assignments complicated by factors that are not completely resolved by direct application of guide and reference materials.

Typical responsibilities assigned to employees occupying positions in this class are similar to the following:

-Responsibility for processing, including the drafting of standardized procurement documents considered difficult because of the existence of such factors as variety of special and unusual clauses. Other responsibilities characteristic of this level include drafting of statements of determinations and findings for complex procurement contracts and following rough drafts, work sheets, and notes furnished by technical personnel responsible for the procurement transaction, which require a review of all the submitted material to select and utilize appropriate data.

-Responsibility for verifying the final, detailed, clerical review of a variety of types of procurement documents, including modifications and amendments prior to approval by the signatory authority. Such review is for the accuracy and completeness of the contracts, to avoid duplications, and to discern discrepancies.

-Responsibility for controlling, involving the maintenance of progress, status, and statistical records for complex procurement transactions from the point of initiation through final action; in addition, responsibility for followup on vendors and contractors to ensure submission of required periodic or special reports.

-Responsibility for reviewing and considering requests received from vendors, buyers, or requisitioning officials for the modification or adjustment of previously completed procurement documents such as purchase orders and contracts.

The requests generally concern such items as changes in names, changes in shipping points, substitutability of items, approval of overshipments or undershipments, changes in transportation methods, and change in termination date of the contract. Additional responsibilities in positions of this type include the drafting of formal changes, modifications, or adjustments; informing the vendor, buyer, requisitioning officials, and others of the action taken on the requests for changes; and advising buyers and vendors of the scope and limits of the provisions and stipulations of procurement documents, when such advice can be given by reference to clearly defined instructions, regulations, or precedents.

PROCUREMENT CLERK AS-1106-5: (cont'd)

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

Procurement Clerks AS-5 are under the general direction of Supervisory Procurement Clerks or other technically qualified personnel of higher levels who make assignments and determine the urgency and priority of particular tasks. They are comparatively free from close supervision, direction, or aid on the technical and procedural aspects of the day-to-day work and are held responsible for the accuracy and timely accomplishment of their work. The work is reviewed generally on completion, except, when earlier review is specifically requested by incumbents to secure the advice and opinion on major deviations from established rules, regulations, or procedures.

NATURE OF AVAILABLE GUIDELINES FOR PERFORMANCE OF WORK:

The same guidelines are available to Procurement Clerks AS-5 as are available to Procurement Clerks AS-4. However, employees occupying positions at this level are expected to possess a more intensive knowledge of the contents of the available guide and source material so as to execute their assignments with a minimum of reference to the guides. The Procurement Clerk AS-5 makes extensive searches of the guides and source material in determining whether or not a special or unusual procurement situation is covered by established rules, regulations, or precedents or whether the transaction should be referred to supervisory or technical personnel for decision.

PURPOSE AND NATURE OF PERSON-TO-PERSON WORK RELATIONSHIPS:

The nature and purpose of personal work relationships are similar at this level to those of Procurement Clerks AS-4, although the area of contact with personnel of higher levels or vendors is broader as a result of the greater responsibilities in these positions.

NATURE AND SCOPE OF RECOMMENDATIONS, DECISIONS, COMMITMENTS, AND CONCLUSIONS:

The scope of decisions and recommendations in positions of this type can best be illustrated by such examples as the determination that procurement documents are complete, in proper form, and are accompanied by the necessary forms and justifications; or the recommendation that other methods or procurement be used in place of mandatory sources.

Judgment, based upon the incumbent's experience and an intensive knowledge of the guides and source material, is required in recognizing transactions that present major deviations from established policies and rules and therefore require reference to technical personnel in higher grades.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
PURCHASING AGENT, AS-1105-0

This standard covers positions whose duties include purchasing or rental of commercial goods or services through informal open-market methods and uncomplicated formal competitive bid procedures. This work requires a knowledge of commercial supply sources, sales literature, prices, discounts, delivery charges, and shipment schedules to ensure the lowest possible price and adequate response to purchasing needs.

EXCLUSIONS:

-Clerical work in obtaining goods and services through requisitions against in-house supply sources (for example, stockrooms, depots, and warehouses); see DoD NAF Job-Grading Standard for Supply Clerical positions AS-2005-0.

-Clerical work involved in processing, verifying, abstracting, and controlling procurement documents, reports, or records; see DoD NAF Job Grading Standard for Procurement Clerical positions, AS-1106-0.

-Professional and technical work involved in the purchasing of supplies, services, equipment, or other materials by formally advertised bid and negotiated procurement procedures; see Contract and Procurement Series, GS-1102-0, in OPM "PCS" (reference (h)).

This standard describes positions at the AS-6 and AS-7 levels. Although positions may be classified below the AS-6 grade level, many positions below this level do not require the skill, knowledge and ability distinguished in this occupation or perform the purchasing function on a part-time basis and may be more properly classified to another occupational area. Positions evaluated above the AS-7 level may be classified by direct application of the OPM Job-Grading Standards for GS-1105-0 Purchasing Agent positions at the GS-6 and 7 levels (see reference (h)).

TITLES:

Positions that meet the criteria of working leaders or supervisors as outlined in the DoD NAF Job-Grading Standards, shall have the title of Purchasing Agent prefixed by the word "Lead" or "Supervisory," respectively.

PURCHASING AGENT AS-1105-6:

KNOWLEDGE REQUIRED BY THE POSITION:

-Basic understanding of the rules, regulations, practices, and procedures used in purchasing work in order to develop skill in the techniques of procuring a wide variety of commercial items that are readily identifiable and well-known in the trade.

-Knowledge of common business practices with respect to prices, discounts, and deliveries.

-Skill in locating sources of supply through a large number of catalogs and listings.

SUPERVISORY CONTROLS:

Assignments are performed with supervision readily available. On new assignments, the supervisor establishes operating procedures and gives specific oral instructions on methods of work accomplishment. After a period of orientation, the incumbent is capable of performing informal purchasing work independently.

The incumbent shall progress to independently making informal, verbal open-market purchases based on specific requests without prior consultation with supervisor. Normally, substitutions of items are cleared through the requesting office prior to actual purchase.

GUIDELINES:

Guidelines include agency regulations and past precedents.

A large number of commercial registers, vendor and agency catalogs, price lists, and public classified directories are available and provide direct application.

COMPLEXITY:

Purchasing methods range from the simple and repetitive telephone orders for standard retail items, requiring only the use of informal purchasing techniques and awarding of purchases to lowest bidder to the point at which the incumbent is required to make decisions and commit the agency to purchases when quality and delivery schedules are additional complicating factors.

Items purchased are relatively simple to describe and sources are readily available, usually through local sources of supply, and there is a high incidence of repetitive purchases.

PERSONAL CONTRACTS

Personal contacts include persons within the agency who clarify or provide information or from whom the incumbent gets approval of substitute items.

PURCHASING AGENT AS-1105-6: (cont'd)

Dealings with vendors, salesmen, and distributors are for the purpose of obtaining information regarding items, price discounts, and delivery schedules.

Benchmark 1
PURCHASING AGENT AS-1105-6:

SUPERVISORY CONTROLS:

Incumbent works with supervision available. Supervisor provides detailed guidance in accomplishing new work processes. After a period of orientation, incumbent is expected to perform most informal purchases without detailed instruction.

DUTIES:

At this level, Purchasing Agents purchase a variety of retail items from authorized sources through verbal contacts with sales representatives. Purchases are usually standard retail items, well advertised and well-known in the trade. Items are available from a number of local retailers and are described by brand names. The supervisor explains new assignments to be accomplished. Guidelines include commercial registers, vendor catalogs, agency catalogs, and manuals. Purchasing Agents contact requisitioning personnel within the agency to clarify unclear information or to advise them of delivery schedules or price changes, and to obtain approval for purchase of substitute items, and to ensure availability of funds.

Purchasing Agents contact vendor representatives to obtain information on items or services to be purchased. When purchasing new or unfamiliar items, purchase information is discussed with the supervisor to obtain approval. After approval from the supervisor, a verbal commitment is made with a written confirmation by followup purchase order.

PURCHASING AGENT AS-1105-7:

KNOWLEDGE REQUIRED BY THE POSITION:

-Knowledge of agency rules, regulations, practices, procedures, and techniques relating to the purchase of a wide variety of commercial items as well as of some technical items (for example, auto parts, aero club supplies, specific cuts and grades of meats, and wines or liquors that are readily identifiable, well described, and usually available from a number of sources).

-Knowledge of the quality of merchandise purchased in order to determine whether an item is an acceptable substitute and, on occasion, to substitute one brand item for another based on price or delivery schedule without prior consultation with requesting office.

-Knowledge of a large number of vendor sources as well as skill in locating new sources of supply.

-Knowledge of common business practices as they relate to price, discounts, deliveries, and mechanics of purchasing.

-Knowledge of basic contracting techniques in order to prepare simple service and rental contracts.

SUPERVISORY CONTROLS:

The incumbent works under the general supervision of a higher-level supervisor using experience and judgment in order to independently perform daily work assignments. In the case of unusual, new, or precedent-setting situations, supervisory assistance is available.

The incumbent independently schedules and performs daily work assignments based on priorities.

The incumbent independently commits agency to the purchase of standard items without prior consultation with supervisor.

GUIDELINES:

Agency regulations and state laws as well as past precedents.

-A large number of commercial registers of business concerns, vendor catalogs, agency catalogs, price lists, and public classified directories.

COMPLEXITY:

Methods used in purchasing merchandise are generally repetitive and restricted to a few techniques; that is, informal verbal purchasing and simple formal written contracts or requests for bids.

Judgment is often required in determining whether price, quality, or delivery date should be given priority consideration in awarding purchase.

PURCHASING AGENT AS-1105-7: (cont'd)

Some difficulty is encountered in determining what is to be purchased and when it is needed. Purchasing Agents must keep abreast of the schedule of activities and parties to take place as well as maintaining close contact with supply personnel to be certain that all required items are available when needed. Items purchased are primarily commercial in nature (for example, supplies, equipment, and food). They are well advertised, readily identifiable, usually plentiful in supply, and off-the-shelf rather than made-to-order goods. However, on occasion, the incumbent must purchase technical items such as parts for maintenance and overhaul of aircraft and automobilies, select cuts of meats, and specialized liquor items (that is, wines and liqueurs).

PERSONAL CONTRACTS:

Personal contacts are with a wide variety of persons within the agency in order to clarify or provide information on items to be purchased and to discuss substitute items.

Contacts are with members of commercial sales organizations in order to obtain information on items, prices, or delivery dates and to discuss price quotes that appear out of line with previous purchases.

Benchmark 2
PURCHASING AGENT AS-1105-7:

SUPERVISORY CONTROLS:

Works under general supervision of a Supervisory Purchasing Agent or other higher-grade employee who makes general assignments and rates performance in terms of efficiency and effectiveness of accomplishment. Work is performed within well-defined guides that are usually applicable. Based on experience, judgment, and discretion, incumbent makes decisions as to interpretation of written guides. Supervisor is available to solve unique and unusual problems.

DUTIES:

Serves as Purchasing Agent to procure any combination of the following: supplies, equipment, food, liquor, and services. Procurement is accomplished primarily through informal, open-market purchase methods including simple formal solicitation of quotations and preparation of purchase order, blanket purchase order, and purchase request. Occasionally, the incumbent is required to use formal purchasing methods, which usually consist of providing in a standardized format the necessary information for the purchase action. Items purchased are usually standard commercial items, not always locally available, and some technical items described by terminology used in the industry and understood by the general public.

Reviews and processes requests for purchases. Determines that requests meet procedural and regulatory requirements including fund citation and are the appropriate price. Researches catalogs, brochures, correspondence, and other appropriate reference material to find potential suppliers.

Determines proper and most advantageous method of purchase. Consults with bidders, primarily by telephone, as to availability of items, price, delivery time, and discount. Ensures that specifications of items are adequate, complete, and precise.

Keeps current on prices of a large number of supplies and merchandise purchased. Notifies requester of any appreciable price variances. Contacts vendors and orders all foods and sundry items, office supplies, and other merchandise from selected sources. Based on own knowledge and records, reviews party sheets and special activities schedule to ensure that an adequate amount of merchandise is available when required.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
RECEPTIONIST AS-0304-0

TYPICAL DUTIES AND RESPONSIBILITIES:

Receptionists are usually located at primary points of contact or in access to buildings or offices (for example, main public entrances), where there is a demonstrated need to provide information, to give directions, to regulate visitor traffic, and to conserve staff time of technical personnel.

Receptionists are primarily responsible for giving information, usually in person but also frequently over the telephone, in response to inquiries concerning the identification, location, and general responsibilities of organizations, functions, programs, activities, operations, and personnel of the organization and offices. The work sometimes includes the scheduling of appointments, the composition of routine requests, transmittal, and acknowledgement letters and memoranda, and the performance of other clerical duties incidental to the Receptionist's function.

Although inquiries cannot always be anticipated, the kinds of questions most often asked depend primarily on the nature, variety, and objectives of the programs that the organization or office administers, the major interests of its principal clientele, and the purpose for which the position was established. Although the Receptionist covered by this standard is required to give reasonable attention to details surrounding personal visits, the Receptionist is not required to perform the type of duties inherent in secretarial positions.

The work usually requires the maintenance of up-to-date locator records and directories, building layouts, and other similar guides and frequently includes the maintenance of records of visitors and inquiries.

Public contact responsibility is especially important in Receptionist positions. The Receptionist frequently is the first, and sometimes the only, point of contact in an organization or office, and is required to receive calls and visitors courteously, ask pertinent questions (if necessary) tactfully, and give information and directions clearly.

Incumbents of these positions may also perform minor clerical duties as required.

RECEPTIONIST AS-0304-3:

Positions classifiable at this level have the following characteristics:

-The inquiries received and information given are consistently routine and repetitive, simple and specific, and usually relate to office locations and numbers, telephone extensions, and names and locations of key personnel, and other similarly readily available and uncomplicated factual information.

-Ordinarily, the organization or office served has few organizational segments, elements, or program units, and the number of key personnel and officials served is comparatively small.

-The unit or units served are of relatively stable organization, having so few or such minor reorganizations or changes as to have little or no effect on individual Receptionist activities (that is, only occasionally are there relocations of offices or changing of telephone numbers, office locations, and key personnel.)

-The offices and buildings served are so laid out as to create no problems or few minor ones in directing visitors and providing information on the location and dispersion of activities or personnel.

The knowledges, abilities, skills, and other qualities required at this level are a working knowledge of the organization or office served and some understanding of its activities and functions; an ability to understand, use, and maintain directories, personnel lists and other guides and references; a good speaking voice; a normal degree of tact and courtesy in public contacts; and a retentive mind.

RECEPTIONIST AS-0304-4:

Positions classifiable at this level have the following characteristics:

Situation I:

-The inquiries received and the information given vary and are frequently routine and recurrent, but in many cases consistently require development through questioning of the exact nature of the inquiry and the following through on inquiries which are indefinite, uncertain, or inaccurately stated, on the basis of the nature of inquiries and the judgment of the Receptionist in individual cases.

-Ordinarily, the office or organization served has several elements, segments, or program units, and the number of key personnel and officials served is relatively large.

-There are occasional reorganizations and changes requiring few or minor adjustments in individual information clerical activities and services or creating few or minor recurrent problems in the direction of visitors and provision of information; or, when frequent major changes and reorganizations

RECEPTIONIST AS-0304-4: (cont'd)

occur, they do not have a significant effect on individual receptionist activities, do not require continuing adjustments in records or services and do not present significant problems in the direction of visitors and provision of information. For example, there are only occasional large-scale movements of personnel or offices with attendant changes in phone numbers, room numbers, and key personnel.

-The offices and buildings served are so laid out as to create recurring problems of relatively substantial difficulty in the direction of visitors and the location of functions and personnel.

Situation II:

-The inquiries received and the information given are consistently routine and repetitive, largely related to office locations, telephone extensions, and names and locations of key personnel.

-Ordinarily, the organization served has numerous and extensive organizational segments, elements, or program units, and the number of key officials and personnel served is very large.

-Frequent and extensive changes and reorganizations occur, involving relatively large-scale movements of functions and personnel and presenting major or continuing problems in directing visitors, providing information, and adjusting information receptionist services.

-The offices and buildings served are so laid out as to create relatively major problems in directing visitors and providing information.

The knowledges, abilities, skills, and other qualities required at this level are a general knowledge of the organization or office served and a good knowledge of the location of organizational units, functions, and key personnel; as required by the work situation, a familiarity with the nature and availability of publications, forms, and other general informational material distributed by the organization; an ability to understand, use, and maintain directories, personnel lists, and other guides and references; a speaking voice of pleasing quality and clear enunciation; a degree of tact, courtesy, poise, alertness, and good judgment, which are needed in carrying on public contacts of a relatively routine, factually centered nature; and a retentive mind.

RECEPTIONIST AS-0304-5:

Positions are classifiable at this level when

-the inquiries received and information given vary widely, include the range and variety of inquiries and information characteristic of lower levels, but in a majority of cases consistently require the explanation in general terms of functions of the organization served, to distinguish for visitors and callers among and between functions related to the subject of the inquiry, or

to resolve confusion surrounding the inquiry; the evaluation of inquiries in order to provide the most useful and appropriate information applicable to the nature and subject of the inquiry; and the resolution, by personal inquiry, of inconsistencies in available information.

-ordinarily, the organization served has numerous and extensive elements, segments, or program units and the number of key personnel and officials served is very large.

-frequent and extensive changes and reorganizations occur, involving large-scale changes in functions, relocations of personnel, and movement of offices, creating major and continuing problems in directing visitors and providing information, adjusting information receptionist services, and maintaining records.

-the offices or buildings served are so laid out as to create relatively major problems in directing visitors and locating functions and personnel.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
SAFETY AND SECURITY TECHNICIAN AS-0085-7

EXCLUSIONS:

-Positions of security guards, gate guards, identification checkers, exchange detectives, and others which enforce physical security controls but do not also include responsibility for determining the propriety of documentation; evaluation of internal controls; applying a knowledge of commercial and other shipping forms, procedures and regulations peculiar to the processing of merchandise; or for the use of merchandise accountability control records and procedures.

-Positions in which the primary responsibility is the maintenance of physical security or traffic control.

Physical security work and Safety and Security Technician work differ in several respects. Safety and Security Technicians are involved in the development or application of loss prevention methods, procedures, records, reports, and forms used to ensure that all merchandise received, stored, and shipped is adequately controlled, secured, and accounted for and all documentation is properly processed. The knowledges and abilities required are different from those required strictly for enforcement of physical security or traffic control, normally conducted by security and gate guards or identification checkers.

OCCUPATIONAL INFORMATION:

The incumbent assists management in the safeguarding of large amounts of both fixed and transient assets through continual surveillance to detect theft or other illegal or dishonest acts. The incumbent establishes and implements an effective safety and security program, designed to promote employee safety and health, deter acts of dishonesty, accidental injury, and maintain internal controls.

Safety and Security Technicians look for and report on unsafe mechanical and physical conditions and work practices bordering on carelessness or negligence that may involve injury to persons or damage to property, or both.

Security work is performed in connection with the receipt, storage, and shipment of merchandise and fixed assets. The processing of merchandise may include the review of documentation involved to determine its validity, accuracy, and proper handling.

Safety and Security Technicians prepare reports pertaining to incidents and accidents; gather facts and evidence on incidents involving dishonest acts; and maintain close liaison with supporting law enforcement and fire and safety officials to ensure appropriate actions.

SAFETY AND SECURITY TECHNICIAN AS-0085-7: (cont'd)

EVALUATION CRITERIA:

Some of the criteria considered pertinent in the evaluation of duties and responsibilities outlined in this standard are considered below:

Nature and degree of potential hazard or risk to property by theft, improper handling, or neglect; to employees through improper use of equipment and safety procedures; or to the Safety and Security Technician himself during the enforcement of security measures.

Nature and variety of security devices, regulations, guidelines and emergency procedures available that the Safety and Security Technician must control and enforce and the amount of judgment in applying these regulations and guidelines.

The extent of supervision immediately available; the impact of decisions and commitments made (for example, decisions result in improvement of safety procedures); and the frequency of reports and documentation required (for example, daily reports versus weekly or monthly reports) are all significant in the determination of the proper grade level.

Although only one grade level is described, positions that fall below the levels of the functions and responsibilities contained in the standard or positions established to provide on-the-job training shall be classified at less than the AS-7 level.

With a minimum amount of supervision, Safety and Security Technicians maintain continual surveillance to detect or prevent illegal or dishonest or unsafe acts. They attempt to identify situations that are conducive to loss and individuals who are suspected of illegal or dishonest acts.

Safety and Security Technicians patrol buildings and grounds on foot or by vehicle to detect and investigate abnormal situations and conditions. They maintain continual surveillance over the areas being protected, noting the movement of persons, vehicles, and material. They immediately investigate abnormal situations and conditions (for example, a broken window, an unlocked door, power failure in a warehouse area, a speeding vehicle, or an abandoned vehicle). They scrutinize the movements and activities of suspicious persons, and, if necessary, detain such persons and notify installation security personnel.

Incumbents routinely

-review receiving, storage, and shipping operations to ensure proper documentation control.

-review internal and external security controls.

-identify safety and fire hazards.

-detect pilferage or collusion.

-conduct safety and security surveys and recommend appropriate corrective action.

SAFETY AND SECURITY TECHNICIAN AS-0085-7: (cont'd)

-prepare incident and accident reports for losses resulting from theft or injury.

-investigate incidents and accidents and recommend corrective actions to prevent recurrence.

-monitor electronic surveillance devices to evaluate internal controls and detect dishonest or unsafe acts.

-gather evidence to support legal action as well as, when necessary, testify in hearings and court actions.

AVAILABLE GUIDELINES AND INSTRUCTION:

Extensive guides in the form of instructions, regulations, manuals, and precedents are applied. The guides and precedents for substantive matters (such as Occupational Safety and Health Administration (OSHA)) are in the form of standards, rules, and principles that are not specific and detailed, and require considerable interpretation and adaptation. Extensive review may be necessary to locate existing OSHA guides or to verify that no precedent is available. Guides and instructions pertaining to internal security document flow, storage, shipping, and receiving are provided, but must be continually reviewed and adapted to loss prevention operations.

Positions at this grade level require a good understanding of the existing operations as well as the capabilities of industrial machinery and usually involve use of specialized terminology or a body of loss prevention principles and concepts. In order to achieve this expertise in both the safety and security areas, a period of on-the-job experience, training, or development ranging from several months to approximately 1 year is required.

DoD NAF ADMINSITRATIVE SUPPORT
JOB-GRADING STANDARD
SECRETARY AS-0318-0

EXCLUSIONS:

-Positions involving typing, stenographic, clerical, or general office duties not performed in the capacity of a supervisor's personal assistant.

-Clerical or administrative positions in which the primary duties are identified with an established subject matter series such as Statistical Clerk and Personnel Clerk.

-Positions that involve decisionmaking in regard to policy and program questions in the area for which the supervisor has responsibility.

SECRETARY AS-0318-6:

Under general supervision, the incumbent serves as Secretary to the head of an organization performing a variety of responsible clerical duties involving use of judgment, experience, and discretion. The supervisor has responsibility for a portion of a program and serves as the head of a small organization that may be organized into units. Management and administration is not complicated, and procedural controls are not extensive.

DUTIES AND RESPONSIBILITIES:

-Receives, logs, and routes incoming mail, maintaining necessary suspense controls. Reviews outgoing correspondence for correctness of format, spelling, grammar, addresses, and enclosures.

-May take and transcribe dictation of a difficult nature involving a varied vocabulary and frequent use of technical terminology or other unusual words or expressions. Determines correct format and routing of correspondence.

-Types correspondence, reports, and other materials from rough drafts, including statistical and financial data. Composes correspondence from supervisor's brief verbal or written instructions.

-Answers incoming telephone calls and supplies requested information from own knowledge or office files, or refers callers to appropriate sources.

-Makes tentative appointments for supervisor; arranges staff meetings as required.

-Maintains, on a current basis, various alphabetical and subject matter files, regulations, manuals, and directives. Posts changes thereto as required. Compiles files for narrative or statistical reports from general instructions.

SECRETARY AS-0318-6: (cont'd)

-Files and processes various documents relating to the substantive program of the organization.

-Furnishes, as required, information and guidance to clerical employees of lower grade regarding proper procedures for the preparation of correspondence.

SECRETARY AS-0318-7:

Under general supervision, serves as Secretary to the head of an organization performing secretarial and administrative duties requiring a substantial level of judgment, experience, and discretion. Actively participates in the organization's substantive programs. The supervisor heads an organization having a technical and professional staff or having a large number of hourly paid employees. Usually the organization is divided into units. Management and administration is exercised through subordinate supervisors and is characterized by formal procedures and controls.

DUTIES AND RESPONSIBILITIES:

-Receives incoming correspondence; composes routine correspondence; initiates replies to routine matters; and refers other inquiries to appropriate staff members or supervisor. Maintains suspense file for specific queries and for correspondence requiring special followup. Disseminates requests for information from and to activities and consolidates replies for transmittal to requesting office.

-May take and transcribe complex dictation with varied vocabulary and technical terminology. Performs responsible typing functions to include draft reports of field visits, conference resolutions and recapitulations, staff minutes, and correspondence of a confidential or sensitive nature.

-Reviews outgoing correspondence prepared by staff members for the supervisor's signature. Assures proper presentation, neatness, completeness, and adherence to current regulations and procedures.

-Collects information, data, and documentation pertaining to major problem areas from staff members and prepares briefing folders with relevant facts required by supervisor to discuss and resolve problem situations.

-Prepares conference books and related documentation for meetings and takes minutes of meetings.

-Receives and refers telephone calls and visitors. Provides general information and answers questions pertaining to routine matters. Makes arrangements for appointments and conferences.

-Arranges travel accommodations and reservations for supervisor and keeps him informed on major developments while absent from the office. Types travel orders, expense vouchers, and travel requests for visiting personnel.

-Maintains official files and pertinent publications on a current basis.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
SHIPMENT CLERK AS-2134-0

SHIPMENT CLERK AS-2134-4:

NATURE AND VARIETY OF WORK:

Work consists of a series of procedural and substantive steps that vary in nature and sequence because of the variations in the particular characteristics of each case or transaction.

Typical assignments may include maintenance of transportation regulation files, including determining impact of revisions upon routing; purchase order review, with responsibility to make corrections and annotations, as required; receipt and preparation of replies to status requests pertaining to purchase orders and related shipping documents; the coding, preparation, and distribution of shipping labels; the screening of vendor invoices and bills of lading; and the preparation of statistical reports.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

Work involving procedural matters is routinely subject to general administrative and technical review. Any assignment dealing with substantive clerical matters receives close technical review.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous guides, instructions, regulations, manuals, and precedents are applied. The guides and precedents cover procedural and substantive matters and are in the form of regulations, policies, and precedents applicable to problems that are rather clearly within the coverage of the guides, but that require some adaptation and interpretation of the guides. Extensive searching may be necessary to locate the guide applicable to a specific substantive problem. This grade level is characterized by significant problems in deciding among several applicable precedents or guides.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter knowledges are nonsubstantive in nature (of a general body of knowledge of an academic area; of the organization's programs and operations; or of a body of principles and concepts) and are in addition to the required knowledge of procedures, regulations, guides, and instructions.

SHIPMENT CLERK AS-2134-5:

NATURE AND VARIETY OF WORK:

Assignments require a good knowledge of organization transportation policies and directives and sound judgment in the application of governing directives. The work consists of complex, substantive clerical transactions involving widely varying procedures and steps.

Typical assignments may include

-receiving, reviewing, and accomplishing authorization requirements for all transportation and storage of household goods and personal effects for organization personnel; receiving and reviewing travel orders and routine requests presented by incoming and outgoing personnel to determine shipping and storage entitlememts for household goods; furnishing guidance and assistance regarding packing, crating, drayage, storage, transportation, and handling of household goods and personal effects; determining authorized transportation services and arranging with commercial carriers and contractors for routine services; preparing transportation documents on overseas shipments of household goods and personal effects; and processing requests and applications for the transportation and storage of household goods and personal effects.

-developing, assembling, and maintaining statistics and records, e.g., shipping, tonnage, distribution, and traffic flow, for use in the analysis of transportation movements and the negotiation of improved carrier service and rate adjustments.

-maintaining record control systems which reflect the disposition or status of shipment actions.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

Substantive work is subject to administrative and technical review, which generally includes at least periodic spot-checks on a daily basis to ensure observance of instructions.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

The position may require substantive knowledge in which the incumbent is responsible for accomplishing work requiring an extensive search to locate precedents to be used as guidelines and for selecting the most appropriate precedent. The incumbent must determine what precedent sets forth the proper principle to be applied in each problem case.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

Subject matter background must enable the incumbent to use a wide variety of reference books on a regular basis.

SHIPMENT CLERK AS-2134-6:

NATURE AND VARIETY OF WORK:

Work consists of a series of extensive procedural and substantive steps that vary in nature and sequence because of the variation in the particular characteristics of each case or transaction.

Typical assignments may include

-processing claims against vendors, ports, or carriers pertaining to the procurement of merchandise, equipment, or supplies; and maintaining followup to ensure prompt finalization of claim action; preparing action correspondence against vendors for correction of marking, documentation and shipping discrepancies reported by carriers, or ports and inspectors; and issuing claims documentation to recover repacking costs from vendors and maintaining followup to ensure compliance, and compiling a variety of statistical reports concerning claims, packing of cargo by commercial packers, and other related data required for special projects and studies.

-reviewing, analyzing, and developing statistical data concerning tonnage, cargo, traffic patterns, and vehicle utilization.

-receiving and screening shipment status inquiries and determining appropriate action.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER WORK:

Work is performed subject to general administrative review. Technical review consists of occasional cursory spot-checks of completed actions. The incumbent is judged primarily on the ability to complete the work promptly and to independently solve unusual and difficult problems.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

The Shipment Clerk at this level must have a good knowledge of precedent actions and of less frequently used policies and regulations as reflected in the incumbent's ability to take proper action on difficult transactions. In addition, the incumbent must be familiar with the work of the entire work unit.

SUBJECT MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

The body of subject matter knowledge applied is similar in nature to that at the next lower grade level but is more extensive and complex. A knowledge and understanding of the subject matter involved is required to enable the incumbent to understand and use the technical terminology involved in transportation work.

SHIPMENT CLERK AS-2134-7:

NATURE AND VARIETY OF WORK:

Work requires the coordination of a series of extensive procedural and substantive steps that vary in nature and sequence because of the variations in the particular characteristics of each case or transaction.

Typical assignments may include

-maintaining required statistical data for the control and analysis of supplies and equipment destined for overseas shipment.

-reviewing purchase orders for consistency and completeness of data as to Free On Board (FOB) terms, packing, weight, proper commodity classification, and water commodity code.

-auditing freight charges of airlines, express companies, freight forwarders, railroads, and trucking companies; and referring to published tariff schedules and checking propriety of classification, carrier mode utilized, and routing of shipment.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

At this level, there is virtually no technical review of procedural assignments, but there is general review of substantive nonroutine clerical assignments.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

The Shipment Clerk at this level must have a comprehensive knowledge of precedent actions and pertinent rules and regulations. Administrative decisions are made pertaining to action to be taken on very difficult transactions by applying experienced judgment and broad knowledge of all phases of transportation.

SUBJECT-MATTER AND PROCEDURAL KNOWLEDGE REQUIRED:

The body of subject matter knowledge required is extensive and complex as it relates to all functions of transportation. The incumbent is familiar with the work done in the different work units as the incumbent frequently provides assistance in various specialized functions. This support-type work is limited to technical administrative functions only as it relates to the incumbent's own work.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
STATISTICAL CLERK AS-1531-0

STATISTICAL CLERK AS-1531-5:

NATURE AND VARIETY OF WORK:

Assignments are of a recurrent nature, usually on a continuing workflow basis, and are concerned with a small number of statistical items, with little or no variation in the kinds and types of items or in the way they are reported on; the instructions and procedures used are limited and well standardized, as are the sequences of statistical operations.

Basic reporting practices are well established, with little or no variation from one reporting period to another; the classifications and definitions of items reported on are well defined, are easily applied, and do not vary.

Source data forms are few in number, are limited in variety and purpose, have been in standard use over a long period of time, are constant in format and content, and require only straight arithmetical cross-checking of parts to determine consistency of statistical data reported.

Searching of primary and secondary sources is based on specific and well-defined instructions from the supervisor and requires the location and abstraction of data are usually readily identifiable and directly comparable on the basis of subject, unit or item classification, and time period.

Patterns for compilations or tabulations are standardized, well established, and relatively simple in format, design, content, specifications, elements, details, and purpose.

SUPERVISORY CONTROL EXERCISED OVER THE WORK:

The supervisor gives specific oral or written instructions with assignments, indicating the desired form in which the data are to be presented, the sources of figures and information, the computations to be used, and procedures to be followed. Spot-checks are made during assignments to assure that instructions are being followed. Review is usually made of completed assignments to check accuracy of computations, adherence to instructions for form and method of presentation, and neatness and general acceptability.

GUIDELINES FOR PERFORMANCE OF WORK:

Guidelines available for the performance of work are applicable to all assignments at this level.

STATISTICAL CLERK AS-1531-5: (cont'd)

PERSON-TO-PERSON WORK RELATIONSHIPS:

Work relationships are maintained with other Statistical Clerks or clerical personnel for the purpose of verifying, checking, or proofing completed work, of securing figures or data necessary in the assignments, or of carrying out joint assignments.

STATISTICAL CLERK AS-1531-6:

NATURE AND VARIETY OF WORK:

Assignments normally are of sufficient variety over a period of time to require the cyclical or noncyclical application of one comprehensive body or several bodies of different, and somewhat related, instructions and procedures in carrying through processes and operations in the completion of assignments; the sequence of operations may vary from one assignment to another; or, from time to time, although the basic reporting form and the purpose remain the same, new items may be introduced with or without the deletion of some other items.

Basic reporting practices vary somewhat from one period to another, or within one reporting period vary somewhat among offices of origin or respondents; and classifications and definitions are fairly well standardized but are subject to some change from time to time.

Source data forms are not consistently uniform as to number, purpose, or data or item content; and may be revised from time to time to reflect new regulations, changes in the character of reporting sources, modifications in statistical procedures or operations, or related reasons.

Searching of primary and secondary sources is based on general instructions from the supervisor and requires the location and adjustment of data from readily available sources; the data may require some conversion, adjustment, and reworking as directed by the supervisor.

Computations of statistical measures are characterized by the following:

-Most measurements require simultaneous consideration of different values.

-Initial instructions and procedures are prescribed for the application of a limited set of statistical measures but are not reduced to a worksheet format showing specific operations when the same type of calculation must be applied to different variables, numerous classes, or other frequency distributions.

SUPERVISORY CONTROL EXERCISED OVER THE WORK:

The incumbent works under the direction of a supervisor who makes assignments on a day-to-day basis or controls assignments on a continuing basis.

STATISTICAL CLERK AS-1531-6: (cont'd)

Spot-checks are occasionally made of work in progress.

The supervisor is available for guidance and advice on problems not covered by instructions.

Completed assignments are reviewed for adherence to instructions and acceptability.

GUIDELINES FOR PERFORMANCE OF THE WORK:

Guides have general application in all instances, but require adaptation from time to time in determining appropriate order or sequence of operations or steps necessary to the completion of the assignments.

PERSON-TO-PERSON WORK RELATIONSHIPS:

With other Statistical Clerks or clerical personnel to check, proof, or compare completed work, to secure figures or data necessary in the assignments, or to carry out assignments.

STATISTICAL CLERK AS-1531-7:

NATURE AND VARIETY OF WORK:

Positions at this grade level are characterized by the performance (individually or with the assistance of one or two Statistical Clerks in a lower grade) or work of a level where most, but not necessarily all, of the assignments are typically represented by the following:

-Assignments frequently are of a nonrecurrent nature, involve application of standard, general, or specific instructions, but require the working out of specific methods, procedures, steps, and sequences of operations applicable to the assignments and to the individual problems encountered as the work progresses.

-Basic reporting practices require that the incumbent standardize data according to established rules and personal knowledge of the subject matter field and the form of presentation; recognize interchangeability and duplication of data in reporting forms and in tabulations; and examine results or deviations from accustomed patterns.

-Source data forms often vary in format, purpose, and content from one assignment to another depending upon desired statistical treatment of the data; and frequently require detailed cross-checking of parts to determine interrelationships or consistency of reported data or final tabulations.

-Searching of primary and secondary source data usually requires the preliminary evaluation of the currency, pertinency, and usability of selected data; searching occasionally requires location from readily available sources but usually involves data which in themselves are not directly comparable or

completely identifiable in their original form and require conversion, adjustment, and refinement.

-Patterns for compilation or tabulations must frequently be developed for individual assignments to accommodate the scope of coverage, detailed treatment required, and end use of the data.

-Computations of statistical measures are characterized by a minimum amount of instruction in the use of a limited variety of statistical processes in which the incumbent is expected to carry out a substantial part of the complete process involved.

SUPERVISORY CONTROL EXERCISED OVER THE WORK:

The incumbent works under the direction of a supervisor who makes initial assignments and gives general instructions as to the purpose of the assignment, form of presentation, and its ultimate objectives.

The supervisor provides guidance, as requested, on such points as interchangeability of data, transmutation of units, and conversions during the progress of assignments and reviews completed work for logic, adequacy, completeness, and form of presentation.

Work is reviewed for application of proper techniques, consistency, adequacy of coverage, and conformity with procedures.

GUIDELINES FOR PERFORMANCE OF THE WORK:

Guidelines available at this level are either general in nature or consist of a variety of basic procedures, instructions, and reporting practices; the incumbent determines how to apply working details.

RECOMMENDATIONS, DECISIONS, COMMITMENTS, AND CONCLUSIONS:

The employee, subject to supervisory approval, is responsible for decisions made in solving questions of doubtful or unreasonable entries, in selecting shortcuts in obtaining needed information, in deciding upon inclusion or exclusion of data from reports, and in actions taken to maintain continuity of data when different parts of assignments are performed concurrently.

PERSON-TO-PERSON WORK RELATIONSHIPS:

-With other statistical unit personnel to secure or furnish information or data, reports, and previous compilations.

-With professional personnel to secure or discuss additional subject matter information or instructions during the progress of the assignments or to present for approval suggestions in the computation or calculation of their data.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
SUPPLY CLERK AS-2005-0

EFFECT OF AUTOMATION (AUTOMATIC DATA PROCESSING SYSTEMS) ON SUPPLY CLERK POSITIONS:

In an automated inventory system, Supply Clerks must have sufficient knowledge of the mechanized program to apply the coding structures for specific merchandise actions, and, in some situations, to know when and how to introduce information or merchandise actions into the computer.

Incumbents are not generally required to know how to operate the computer equipment, nor do they typically have any responsibility for programming or for adjusting the equipment when errors due to malfunctions are discovered.

Routine inventory actions, uncomplicated by errors, are machine processed and impose no additional burden on the Supply Clerk. Many clerks, however, are concerned almost entirely with actions of high priority or actions that were rejected by the computer for various reasons. These include errors of coding, unit of issue or quantity, inadequate identification, nonavailability, and shipment of wrong items. Such errors may occur during the input state or at any point in the procurement and distribution cycle; they may be keypunch or data-processing errors or failures that developed within the data processing element. The Supply Clerk shall determine the cause and correct the errors and shall choose the appropriate methods by which the computer will restart the proper flow of information. This may involve the use of one or more card formats and one or more coding patterns; and decisions as to where the information must be restarted or what information must be deleted from the computer's memory (such as, suspended files to be cleared, balances in one account to be reduced while others are to be increased, and cancelled actions to be reinstated).

Resolving such errors requires one or both of the following:

-Knowledge not only of inventory management procedures but also of the distribution procedures of the serviced organizational elements.

-An understanding of the mechanized programs and coding structures to identify the errors, to reintroduce the rejected actions, to follow through for meeting the requisitioner's needs, and to assure management control and proper inventory accounting.

-Work related to an automated inventory management system per se does not make a job more difficult. Rather, it is the nature of the assignment and the level of responsibility required that are significant in determining the level of difficulty of a position. These characteristics are spelled out at each grade level of this standard.

SUPPLY CLERK AS-2005-3:

Typical work assignments at this grade level follow:

RECORDS MAINTENANCE: (a) processing inventory management documents that are authorized and standard as to format; (b) extracting information from standard inventory action documents and other reference material; furnishing data and listings of authorized substitute items, when data selected are readily recognized in one form or another, and posting data to established records; and (c) making, extending, and totaling computations, which include adding and subtracting inventory quantities, computing total costs and averages, and related computations involving the arithmetic processes of addition, subtraction, multiplication, and division.

FORMS PREPARATION: preparing standard authorized inventory control forms for merchandise, supplies, and equipment obtained through regular supply channels in the system.

BACK-ORDER FILES MAINTENANCE: (a) maintaining files in established sequence; (b) reviewing additions to files and back orders by checking identification and quantity of merchandise requested to ensure that merchandise requests are not duplicated or maintained in files for over-specified time periods; and (c) reviewing back-order requests upon receipt of renewal requests or when shipping data permits and releasing back-order requests for vouchering and shipment on notice of inventory availability, based on priority or shipment date.

STOCK LEVEL MAINTENANCE: (a) reviewing stock records per required review period to determine inventory amount needed to meet established requirements; and (b) determining inventory amount required to replenish accounts based on stock quantity on hand, due in, and due out and by comparison with authorized stock levels.

INVENTORY ADJUSTMENT: comparing counts on inventory forms with stock record balances and requesting item recounts when balances are in disagreement.

RECEIPT CONTROL: (a) preparing receipt document records when data selected are indicated clearly on copy of document as captioned, numbered, circled, or checked; and (b) conducting followup on receipt documents by preparing standard form letters when not received within prescribed time periods.

EDITING: (a) verifying information on inventory action documents by comparing with furnished and readily available information sources; and (b) correcting discrepancies detected in documents and inventory listings to agree with source material.

SUPPLY CLERK AS-2005-4:

Typical work assignments at this grade level follow:

RECORDS MAINTENANCE: (a) processing standard inventory action documents being used for more than one purpose; (b) extracting information from electrical accounting machine reports, master data change notices, contracts, and documents when data are not readily recognizable and recording entries for posting; and (c) establishing records for inventory items not recorded previously by referring to original sources for accuracy of nomenclature, issue unit, commodity class, and commodity group.

FORMS PREPARATION: (a) selecting and preparing inventory control forms, which involve a number of considerations as indicated in specific reference material; and (b) considering incomplete information on inventory action documents and control forms, which requires determination of source, supply channels, and regulatory requirements.

BACK-ORDER FILES MAINTENANCE: (a) determining priority for release of back-order inventory by considering such factors as date items must be received, due-in date, and shipment time; (b) releasing back orders by taking secondary merchandise actions governed by specific control references that define appropriate action; and (c) initiating action to expedite procurement.

STOCK LEVEL MAINTENANCE: (a) revising requisitioning objectives for authorized "recurring-request" items and for decentralized items processed for replenishment; (b) adjusting replenishment levels needed to keep inventory position current for requested items by applying readily available and specific procedures and using such known factors as issue experience, seasonal demand changes, mandatory allowances, and maintenance levels; and (c) recommending disposal action or stock level changes for slow-moving or dormant stock.

INVENTORY ADJUSTMENT: (a) conducting selective initial investigation of history and item record balances not agreeing with inventory counts and having a few inventory actions; (b) comparing item quantities with predetermined control factors to determine whether discrepancies should be investigated and when items authorized for issue are non-critical and have low monetary value; and (c) correcting routine discrepancies.

RECEIPT CONTROL: (a) processing receipt transactions similar to those previously encountered, characterized by inventory authorizations that clearly identify and indicate quantity due, inspection and consignment sites, and instructions; and (b) taking specific action in rejecting duplicate shipments and overshipments or in directing merchandise to assembly or storage area.

EDITING: editing requests for authorized items of issue in one or more commodity classes for accuracy and presence of stock numbers, nomenclature, authorized substitutes, authorized allowances, basis and authority, and compliance with established regulations.

SUPPLY CLERK AS-2005-4: (cont'd)

MATERIAL REQUIREMENTS MAINTENANCE: (a) processing planned inventory requirements by transfers of available stock to holding accounts where coding transactions to reserve stock are limited in numbers; (b) substituting items authorized and indicated on inventory record cards or obtained from catalogs or manuals; and (c) furnishing to requisitioners factual stock availability information obtained from inventory record cards, back-order files, or other available sources.

SUPPLY CLERK AS-2005-5:

Typical work assignments at this grade level follow:

STOCK LEVEL MAINTENANCE: (a) establishing and revising requisitioning objectives for recurring and nonrecurring authorized items obtained through the inventory management system and for decentralized items procured initially for replenishment; (b) recognizing need for, establishing, and adjusting replenishment levels to keep stock position current; (c) selecting applicable procedures and formulas in establishing levels for nonrecurring items, items not carried previously, and locally procured items having few limitations on quantities to be stocked; (d) making determinations that are affected by such factors as estimates furnished by requisitioners, previous requests for similar stock, and demand of using organizations; and (e) initiating disposal actions and inventory level changes on slow-moving or dormant items.

INVENTORY ADJUSTMENT: (a) conducting investigations of history and record balance not agreeing with inventory counts of stock items authorized for issue involving few areas of error; and (b) making detailed comparisons with available information sources in tracing transactions through previous actions to resolve errors detected during investigations and to determine causes of discrepancies and adjustments necessary to bring stock records into agreement with inventories.

RECEIPT CONTROL: reviewing receiving inspection reports for discrepancies as to quantities, substitutes, incomplete shipments, noncompliance with container marking specifications, and overages exceeding quantity clause limitations.

EDITING: (a) editing varied requests for authorized issue items of principal items in one or more commodity classes for accuracy and presence of stock numbers, nomenclature, authorized substitutes, authorized allowances, basis and authority, excess allowances and justifications, and compliance with directives; (b) interpreting selected reference sources and using more than one catalog system in making corrections to inventory requests; and (c) changing requests in excess of authorized allowances; and (d) determining and initiating secondary inventory actions.

REQUIREMENTS MAINTENANCE: (a) processing planned inventory requirements covering one or more commodity classes of authorized items for issue; (b) making continuous history followups on inventory activity; and (c) recommending action on problems encountered in the receipt or issue of planned items.

SUPPLY CLERK (INSPECTION) AS-2005-6:

NATURE AND VARIETY OF WORK:

At this level, employees conduct, under general supervision, visual inspections of merchandise. Incumbents visually inspect items being processed for count, identification, obvious damage such as nicks, dents, bends, tears, scratches, and fractures and poor workmanship, material, and finish. They inspect the unit package for required preservative application, wrapping, cushioning, and sealing of packages; ensure that merchandise and material conform to requirements and specifications; and bring to the attention of the supervisor items that do not conform.

SUPERVISION RECEIVED:

Work assignments and procedures are prescribed. The supervisor gives detailed instructions concerning all phases of the inspection process and answers questions concerning applicability or interpretation of guides. Work is reviewed and checked sufficiently to keep the supervisor aware that instructions and methods are being understood and followed.

NATURE AND SCOPE OF RECOMMENDATIONS AND DECISIONS:

Commitment authority is restricted to decisions in which specific standards, specifications, and guidelines exist and are noncontroversial. Initial recommendations may be made to improve specific methods or procedures or for acceptance or rejection of borderline products.

PERSONAL CONTACTS:

The level and purpose of personal contacts are limited. Contacts are with first-line supervisors or employees to gather facts, discuss guidelines covering particular situations, to explain reasons for acceptance or rejection of individual items or lots, and to initially discuss methods for correcting or improving obvious faults or defects.

SUPPLY CLERK (INSPECTION) AS-2005-7:

NATURE AND VARIETY OF WORK:

At this level, employees independently conduct inspections of merchandise. Incumbents are responsible for having a complete understanding of visual inspection techniques and permissible limits for acceptance of items; making necessary arrangements with stockroom, warehouse, and vendor personnel for the conduct of the inspection, conducting the required visual examination, and accepting or rejecting items; bringing defective merchandise to the attention of the proper officials; and calling attention to improvements required to meet criteria and specifications. Incumbents may be assisted in performing this work by one or more clerks.

SUPPLY CLERK (INSPECTION) AS-2005-7: (cont'd)

SUPERVISION RECEIVED:

Work assignments and objectives are prescribed, but methods of accomplishment are seldom reviewed or controlled while work is in process. Most problems that arise in the day-to-day operations are resolved by the employee. Problems arising from controversial situations, obsolete guides, lack of guides, and policy questions are referred to the supervisor for resolution. The supervisor makes occasional checks of inspections performed. Other work is reviewed or checked for technical accuracy, acceptability, and completeness.

NATURE AND SCOPE OF RECOMMENDATIONS AND COMMITMENTS:

Commitment authority includes final decisions or recommendations with respect to accepting or rejecting items based on inspection standards and criteria and authority delegated by the immediate supervisor. Initial or final decisions are made with respect to proper application of specifications and standards that are not subject to variable interpretations. Suggestions are made for new or revised quality control or inspection procedures and techniques.

PERSONAL CONTACTS:

Contacts are made with key officials and technical specialists within the facility served. Purpose of the contacts is to explain reasons for accepting or rejecting items, to discuss problems that arise, to explain specification requirements for inspection, and to suggest improvements in quality control or inspection techniques. Contacts are also for the purpose of clarifying technical information with respect to complex specifications and guidelines or with respect to varied operations. Contacts may also concern the adequacy of inspection and quality control systems for items subject to visual inspection.

TAPE LIBRARIAN AS-0335-6:

NATURE AND VARIETY OF WORK:

Positions at this grade level involve work in an EDP library, including affixing labels to tapes and disc packs, ensuring that complete and accurate identifications are made, issuing correct tapes for each application and ensuring that tapes are returned, and maintaining the security and storage of all material in the library.

Incumbents maintain records and files of all programs and materials used in EDP applications. They locate and disseminate required tapes and materials for each scheduled application and provide information to requesting persons regarding status of particular programs and location of tapes being used.

Incumbents may assist in performing duties such as maintaining and updating production schedules, maintaining reports of machine utilization, and assuring that required reports are transmitted on a timely basis.

CONTROLS OVER THE WORK:

Technical review of assignments consists of occasional spot-checks. Work is evaluated primarily on the ability to perform work independently, accurately, and in a timely manner. The incumbent must have a good knowledge of precedent actions and of less frequently used policies and regulations as reflected in the ability to take proper action on difficult transactions. In addition, the incumbent must be familiar with the work of the entire work unit.

Selectivity is exercised in determining alternatives from among a very large number of substantive guides; in answering questions posed by operating and staff data systems personnel; and in recognizing those problems that require referral.

TAPE LIBRARIAN AS-0335-7:

NATURE AND VARIETY OF WORK:

Assignments at this level consist of essentially the same kind of independent, substantive work as described at the next lower level. However, at this level, the work involves a broader range and wider variety of work presenting numerous alternative courses of action, such as would exist in performing a full range of EDP librarian functions. In addition to the clerical assignment, there is also frequently a secondary assignment to provide limited assistance to one or more professional or technical employees or to a supervisor. Such assignments are related to a much broader area of work than is the basic librarian function.

TAPE LIBRARIAN AS-0335-7: (cont'd)

In addition to performing the basic functions of receiving, storing, and issuing magnetic tapes and disc packs and maintaining necessary documentation and controls, incumbents at this grade level are responsible for operating various types of equipment to clean magnetic tapes.

Tape Librarians at this level typically catalog material according to content, purpose of program, routine or subroutine basis, and data on which generated; assign codes conforming with the standardized system; prepare index cards for file reference; store materials and records according to classification and catalog number; issue materials and maintain charge-out records; and inspect returned tapes or cards and notify supervisor if they are worn or damaged. They may maintain files of program development records and operating instructions operate keypunch machines to replace defective punch cards, and produce data cards to identify punch card decks. The incumbent may be required to work in computer room operations performing such tasks as loading and removing print-out forms, reels of tape, and decks of cards.

CONTROL OVER THE WORK:

At this level, there is no technical review of procedural assignments, but there is general review of nonroutine substantive clerical assignments. However, when assistance to professional or technical system employees is required, the work is spot-checked closely. The incumbent must have a comprehensive knowledge of precedent action and pertinent rules and regulations.

The body of subject matter knowledge is extensive and complex in nature as it relates to all the functions of data processing. The librarian is familiar with the work performed in the different work units and frequently assists data systems personnel assigned various specialized functions. This assistance-type work is limited to technical administrative functions only as it's related to the incumbent's own work.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
TELEPHONE OPERATOR AS-0382-0

TELEPHONE OPERATOR AS-0382-2:

At this level, employees

-place and receive local and regular long-distance calls, which don't require knowledge of procedures peculiar to a variety of long-distance calls.

-Perform duties as a sole operator in a routine situation, in which unusual problems are not common (for example, few, if any, information duties are performed or placing and receiving local calls and occasional regular long-distance calls). In addition, an operator at this level may perform minor clerical or administrative duties such as record-keeping.

-perform information operator duties in a routine situation, such as furnishing telephone numbers, extensions, and names from alphabetical or numerical files or directories where the organizational breakdown of the activity serviced ranges from few to many.

-perform operator duties in a training situation learning the telephone procedures for the organization served and/or learning to complete the more complex calls typically handled at the next higher level.

-revise directories and files from records maintained by the telephone service, and may perform other incidental clerical work as required.

Written guides, manuals, and regulations that require limited judgment and interpretation in their application are available. A supervisor is readily available to solve problems that are difficult or complex. Work is reviewed by occasional monitoring and appraisal of results. Trainee operators receive detailed instructions as to procedures and desired results, and work is frequently checked.

TELEPHONE OPERATOR AS-0382-3:

At this level, employees

-place and receive local and regular or special long-distance calls requiring knowledge of the procedures peculiar to a variety of long-distance calls, such as those placed over various circuits or networks (for example WATS, FTS, AUTOVON, Tieline, or commercial long-distance circuits including conference calls, collect calls, and appointment calls). Operators at grade AS-3 often handle standard emergency type calls for police, ambulances, or firemen. In addition, they refer calls to officials after hours, locate individuals, and perform tasks such as measuring time and computing bills and charges on calls.

-perform sole operator duties, including placing and receiving local and regular long-distance calls with occasional special calls.

TELEPHONE OPERATOR AS-0382-3: (cont'd)

-perform duties as information operator, furnishing telephone numbers, extensions, and names from directories and files arranged alphabetically, numerically, or by organizations and functions when there are a large number of organizational breakdowns of the activities serviced. AS-3 operators may frequently refer a caller to information services not connected with the telephone service or relay information between the caller and such information service so that the call might be completed.

-revise directories and files from records maintained by the telephone service.

Written guides, manuals, and regulations that require judgment and interpretation in their application are available. A supervisor is readily available to solve complex problems. The work of sole operators is reviewed by occasional monitoring and appraisal of results, but typically the sole operator performs without a supervisor readily available.

TELEPHONE OPERATOR AS-0382-4:

At this level, employees

-place and receive local and regular or special long-distance calls in which special long-distance calls are consistently complex, there are a sufficient number of alternate (tie) lines or circuits to accomplish many and varied routings and alternate routings, and calls are of such a critical nature that the priorities of the calls being placed and the working calls must be under the operator's constant cognizance, so as to permit the highest degree of personal involvement required at this level.

-perform sole operating duties, including placing and receiving local and regular or special long-distance calls, with occasional complex calls requiring a high degree of personal involvement. This sole operator is the only individual available who is technically qualified to perform complex calls or solve complex telephone issues. Such issues are not common, but do occur. They are comparable in nature, complexity, and difficulty to those complex calls handled by other operators at this level and include routing, alternate routing, tracing, or locating individuals. Such information work as may be performed is usually similar to that described at the AS-3 level. Performs other work as indicated for sole operator as AS-3.

-serve as information operator, furnishing items such as telephone numbers, extensions, and names from directories and files arranged alphabetically, numerically, and by organization structure and function, when there are a large number of organizational breakdowns of the elements serviced and when the operator seldom resorts to referring the caller to information services not connected with the telephone service (for example, locators, or personnel).

Telephone operators at this grade level may also serve as working leaders of telephone operators at the AS-3 grade level.

TELEPHONE OPERATOR AS-0382-4: (cont'd)

Written guides, manuals, and regulations that require sound judgment and interpretation in their application are available. While the supervisor is available to assist in the resolution of the most difficult calls, such assistance is rarely needed.

The work of the sole operator is seldom monitored, with the operator relied upon to show good results. The supervisor is not normally available.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
TELETYPIST AS-0385-0

TELETYPIST AS-0385-4:

NATURE AND VARIETY OF WORK:

At this level, the employee

-undergoes systematic on-the-job training in operation of teletype equipment in acquiring the basic knowledge related to teletype communication at the AS-5 level.

OR

-operates teletype equipment in the transmission and receipt of simple messages, such as single address, plain language, clear text, or simple book, over a single circuit or refiles simple messages with other circuits or networks; as a part of the communications procedures used interprets abbreviations and signals, observes priorities, classifies transmissions, proofreads copy, inserts call signs and time notations, constructs simple message headings, and follows other standard procedures.

SUPERVISION RECEIVED:

The supervisor provides specific instructions for all methods and procedures. The operator consults with the supervisor when problems occur.

TELETYPIST AS-0385-5

NATURE AND VARIETY OF WORK:

At this level, employees

-transmit simple messages (book, tabulation, multiple address, single address) over networks or systems; or transmit on a continuing and regular basis complex messages (complex book, multiple address messages, or other messages containing significant proportions of complex tabulations) over a single circuit, or refile such messages on other circuits, networks or systems; determine which equipment or routing to use based on time factors, cost, and other traffic.

-transmit messages by direct keyboard transmission.

-perforate tape, proofread tape for accuracy and transmit tape automatically on appropriate teleptype equipment.

In performing these duties, constructs simple message headings and constructs and assigns code symbols, procedural headings and instructions, and call signs; checks messages for garbling; confirms messages and inserts time designations; interprets Z and Q signals; and operates equipment involved in teletype conferences between two or more stations requiring transmission from oral dictation.

TELETYPIST AS-0385-5: (cont'd)

SUPERVISION RECEIVED:

Day-to-day work is usually repetitive, involves few deviations, and is subject to after-the-fact supervisory reviews. Operating procedures are standardized. The supervisor provides any changes or modifications in the work procedures.

TELETYPIST AS-0385-6:

NATURE AND VARIETY OF WORK:

The employee performs the full normal journeyman level of teletypist functions similar to the AS-5 level, but usually involving a greater number of the more difficult transactions.

SUPERVISION RECEIVED:

The supervisor proyides instructions for new or modified methods and procedures. The operator consults the supervisor when problems occur. Supervision need not be direct, but may be given from another station by wire or other means.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
TRAVEL CLERK AS-2132-0

TRAVEL CLERK AS-2132-5:

NATURE AND VARIETY OF WORK:

MODES-At this level, one and sometimes two modes of transportation are regularly used, and trips seldom involve the use of two or more modes of transportation. Information on carriers, modes, and facilities is readily available, and close contact is maintained with the carrier's local office. Timetables or guides are easily obtainable and coordinated.

TRAVEL PATTERNS-Travel is almost always recurrent by the same modes, carriers, routes, and same major points of origin and destination. There are no significant problems caused by rerouting, and there are few side trips requiring changes in mode of transportation. Travel is to areas accessible by direct line or established connecting points and normal modes of transportation. Travel is planned well in advance to avoid major problems of scheduling or accommodations.

SPECIAL SERVICES-Travel seldom involves special transportation privileges or special allowances or requires authorization or planning for supplemental or special transportation facilities. When these are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination.

SUPERVISION RECEIVED-Work is performed under close supervision and specific instructions are provided by a supervisor. Work is checked thoroughly upon completion to ensure the application of appropriate procedures, regulations, and policies.

TRAVEL CLERK AS-2132-6:

NATURE AND VARIETY OF WORK:

MODES-At this level, one or two modes of transportation are regularly used. Trips usually involve the use of two or more modes of transportation. Information on carriers, modes, and facilities is readily available since most carriers servicing the area maintain local offices or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated through the use of readily obtainable timetables or guides.

TRAVEL PATTERNS-Travel frequently is recurrent, by the same modes, carriers, routes, and same major points of origin and destination. A substantial number of problems arise as a result of rerouting, and there are often side trips requiring changes in transportation. Usually travel is to areas accessible by direct line or established connecting points and normal modes of transportation; therefore, when stopovers do occur, they are almost always on regular, main, or direct connecting routes. Travel is not always planned well in advance, so there are some major problems of scheduling or accommodations.

TRAVEL CLERK AS-2132-6: (cont'd)

SPECIAL SERVICES-Travel involves special transportation privileges or special allowances or requires authorization or planning for supplemental or special transportation facilities. When these are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination.

SUPERVISION RECEIVED-General instructions are received as to the nature and coverage of the work to be accomplished, including the priority of assignments and target dates for completion. Within these guidelines, employees select and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. The majority of assign ments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work are referred to the supervisor before decision or commitment. Review of completed work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

TRAVEL CLERK AS-2132-7:

NATURE AND VARIETY OF WORK:

MODES-At this level, all major modes of transporation are used, and most individual trips involve combinations of more than one mode. Combinations of government and commercial carriers are frequently used. It is frequently difficult to secure information regarding carrier schedules and fares because some carriers do not maintain local offices or do not publish information regularly.

TRAVEL PATTERNS-Travel is varied, often not recurrent, and periodically requires planning for relatively inaccessible intermediate or destination points (for example, points that are remote or inaccessible in terms of the unavailability or undependability of local transportation or the lack of connecting lines). Routings are diverse, and there is necessity for frequent rerouting, replanning, or rearranging. Adequate lodging and meals are difficult to obtain in many places, and little information is published about such facilities.

Many side trips occur, requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections. Some travel arrangements are required for remote areas or areas otherwise difficult to reach by normal modes of transportation. Emergency travel arrangements are frequently required, creating problems of scheduling and accommodations.

SPECIAL SERVICES-A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities (such as excess baggage, use of special routes or terminal points, or contract or charter service).

SUPERVISION RECEIVED- The incumbent receives general administrative supervision. The incumbent is characterized by independence of action, personal accountability of the Travel Clerk in travel matters, and very little instruction, guidance, and review except for review of accomplishment of broad objectives and conformance to policy. This type of supervision is usually best manifested by the delegation to travel position of responsibility as the authority on travel matters,

TRAVEL CLERK AS-2132-7: (cont'd)

including the furnishing of advice and information to travelers, administrative officials, and others; and responsibility as the principal point of liaison with other elements and with carriers and other facilities.

D. CRAFTS AND TRADES (NA) JOB-GRADING GUIDES

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DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
AIRCRAFT EQUIPMENT REPAIR INSPECTOR NA-8852-0

EXCLUSION:

Any position in which the work primarily involves the maintenance and repair of aircraft, with only associated and incidental examination of aircraft to certify airworthiness. Positions such as these shall be classified through application of OPM Job-Grading Standards for Aircraft Mechanic, NA-8852-0 (see OPM "PCS," reference (h)).

OCCUPATIONAL INFORMATION:

Maintenance, repair and inspection work within NAF activities spans a variety of types of aircraft, ranging in complexity from single- and dual-engine aircraft to helicopters. The inspection work performed requires similar skills and knowledges for all types of aircraft, although some are considered to be mechanically more complex than others. The knowledges required include specific inspection procedures outlined by the Federal Aviation Administration (FAA) relating to airframes, surfaces (sheet metal and fabric), engines, hydraulic systems, control mechanisms, and operating equipment. Inspectors use a variety of techniques to check tightness of connections, fit of parts and to perform operational tests. They use handtools, as well as more specialized measuring devices (such as torque wrenches, gauges, micrometers, and calipers) to ensure that there are no defects and that specified tolerances are met. After completion of inspection, the employee signs certification to approve aircraft or records reasons for rejection.

CLASSIFICATION CRITERIA:

Inspections are performed at varying intervals, including 25 hours, 50 hours, and 100 hours. In order to perform these inspections, the incumbent must possess, at a minimum, an Airframe and Power Plant Mechanics License. In addition, in order to perform mandatory annual inspections, the incumbent must also possess an Inspection Authorization issued by the FAA.

Although this guide defines only one grade level, if it is found that a position substantially exceeds the criteria outlined (that is, authority to perform annual inspections on a variety of aircraft (10-15 different models) and with a large number (30-35)), consideration may be given to the crediting of an additional grade level. However, any action taken on this basis shall be documented and attached to the job description.

In almost all cases, and at aero clubs, Aircraft Inspectors also perform either limited maintenance and repair on activity aircraft (major repairs are contracted out) or as Journeymen Aircraft Mechanics. The performance of this work usually will not enhance or detract from the grade level assigned inspector positions. However, when evaluating these positions careful consideration shall be given to assure that a significant portion of time is spent in the performance of

AIRCRAFT EQUIPMENT REPAIR INSPECTOR NA-8852-0: (cont'd)

inspection work. Any position that involves occasional inspection duties may be more properly classified by use of the OPM Job-Grading Standards for Aircraft Mechanics (see OPM "PCS," reference (h)) rather than through the use of this standard.

AIRCRAFT EQUIPMENT REPAIR INSPECTOR NA-8852-11:

COMPLEXITY OF INSPECTION WORK:

The work performed on single-engine, dual-engine, and rotary-wing aircraft consists of inspecting a number of interrelated, interconnecting systems, surfaces, and components with precise tolerances and rigid specifications. For example, when inspecting the aircraft engine section, inspectors must check for visual evidence of oil, fuel, or hydraulic leaks; studs and nuts for improper torquing; cylinder compression; landing gear for fluid level, wear, distortion, and leakage; propeller for cracks and oil leakage; bolts for improper torquing; and control mechanisms for improper operation.

COMPLEXITY OF GUIDANCE MATERIALS:

Guidance material is complicated, requiring some interpretation in individual situations. All inspectors must keep abreast of a large number of FAA regulations, aircraft specifications, and service letters guidance material, which is usually applicable; however, due to the large amount of material, judgment is required in applying the proper regulation or specification to each individual situation.

COMPLEXITY OF EQUIPMENT USED:

The inspection equipment used ranges in complexity from standard handtools to a number of precision instruments and gauges such as cylinder compression tester, torque wrench, volt meter, micrometers, timing light, and fabric tester. Judgment is required concerning proximity to tolerances and fit of interrelated parts and components.

RESPONSIBILITY:

The supervisor provides general guidance in the form of broad objectives and expected results, deadlines, and other administrative matters. The inspector receives little or no technical guidance in the performance of assigned tasks, and, except for FAA review, the incumbent is totally responsible for all technical aspects of his work. However, through telephone conversations, some technical assistance is available from the FAA and aircraft and parts manufacturers.

The FAA is the only source of review of completed work. This review is accomplished through occasional, unannounced, spot-checks of inspection work. The inspector usually works independently on assignments and is solely responsible for certifying airworthiness of aircraft. Instructions and guides are readily available, although complicated, they are specific to the needs of the inspector and rarely require modification in their application.

AIRCRAFT EQUIPMENT REPAIR INSPECTOR NA-8852-11: (cont'd)

PHYSICAL EFFORT:

The inspector frequently works with parts that are in hard-to-reach places. This requires him to stand, stoop, bend, stretch, and work in tiring and uncomfortable positions.

WORKING CONDITIONS:

Most of the work is done inside, where it is drafty and noisy and where fumes from aircraft are usually present. The inspector must stand on hard surfaces for long periods of time. There are times when he must crawl under aircraft and inspect while on hard, usually damp surfaces. He is occasionally called upon to work outside, sometimes in bad weather. Dirt, dust, and grease are frequently present. Vehicle fluids such as battery acids and hydraulic fluids cause burns or irritate the skin. There is frequent exposure to the possibility of cuts, bruises, shocks, burns, and strains.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
BOWLING FACILITY MAINTENANCE WORKER NA-3502-3

DUTIES AND RESPONSIBILITIES:

Using hand and industrial cleaning equipment and tools, the employee performs the following duties:

-Sands, scrapes and conditions bowling lane surfaces; cleans floors and walls; and may also wax floors.

-Assists in cleaning stoppages in plumbing; and replaces washers in faucets.

-Replaces burned-out fuses and light bulbs; and assists in the replacement of electrical fixtures.

-Makes minor corrective adjustments to bowling alley machinery as necessary and performs periodic preventive maintenance on automatic handling equipment, such as vacuuming ball cleaning machines and cleaning turn-around pans, ball elevators, and cross conveyors on pinsetters.

-Sweeps, dusts, and cleans bowling alley; collects and removes trash; and maintains all areas in a clean and orderly fashion.

-Maintains stock levels; and records on spare parts for automatic pinsetter and mechanical equipment.

-Advises bowling facility management of unusual maintenance problems.

PHYSICAL EFFORT:

Stands, walks, bends and lifts light- and medium-weight objects.

WORKING CONDITIONS:

Works indoors in area adequately heated and lighted. Exposed to dust, dirt, paint fumes. Possibility of cuts and bruises.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-3 grade level with the rationale for the grade selected documented and attached to the position description.

DoD CRAFTS AND TRADES
JOB-GRADING GUIDE
BICYCLE REPAIRER NA-4844-5

DUTIES AND RESPONSIBILITIES:

-Assembles new bicycles and accessories for sale or display within an installation retail outlet.

-Repairs and services items such as bicycles, tricycles, and strollers, using hands tools. These repairs and services may include installing, repairing and replacing equipment or accessories such as handle bars, stands, lights and seats; disassembling axle to replace coaster brakes and to replace and adjust defective parts; and tightening and loosening spokes to align wheels.

-Assists in initiating requests for new or replacement parts.

-Assists in the conduct of periodic stock counts to determine department requirements. Advises supervisor of out-of-stock or depleted-stock conditions, damaged or defective merchandise, customer requests or complaints, and suspected shoplifting.

-Assists customers in the selection of new bicycles and accessories.

-Performs general housekeeping tasks to ensure proper standard of appearance, cleanliness, and safety of assigned work area.

PHYSICAL EFFORT:

Stands, walks, bends, and lifts light- and medium-weight objects.

WORKING CONDITIONS:

Works inside in adequately lighted and heated area. Exposed to possible cuts and bruises in the use of hand-tools.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-5 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
COBBLER NA-3103-7

DUTIES AND RESPONSIBILITIES:

-Inspects damaged or worn shoes and other leather goods to determine extent of repair necessary.

-Repairs or replaces damaged parts using hand tools, such as knife, hammer, lasting tool, prying tool, and tack puller.

-Operates stitching machine or stitches by hand to repair broken or missed stitches and to replace parts.

-Relasts shoes to remove defects such as wrinkles from outer parts, bunching of inner parts, and crooked seams.

-Aligns and cements parts such as edges, bindings, heels, and upper of shoes by hand.

-May alter shoes by building and inserting heel and sole wedges, metatarsal pads, and leather/sponge/rubber arches.

-Cleans and polishes leather items prior to return to customer.

-Prepares identification tags and attaches to articles to ensure customers receive correct items upon repair.

-Advises and sells minor articles such as shoelaces and shoe polish to customer. May be responsible for cash register operation.

PHYSICAL EFFORT:

Frequently works in standing position and handles lightweight objects.

WORKING CONDITIONS:

Work is performed inside in adequately lighted and heated areas. Employee is subject to possible cuts and bruises in using handtools.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-7 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
DECKHAND/SAILOR NA-3507-2

DUTIES AND RESPONSIBILITIES:

Incumbent, as assigned, independently performs the following duties:

-Handles lines and cables when anchoring or gettir, underway, and ties various types of knots and splices lines to secure cargo, boats, and deck equipment.

-Assists in hoisting and lowering boats, in making up cargo nets and fenders, and in performing other marlinspike seamanship.

-Operates deck winches to hoist or lower cargo and boats and works with ground tackle, block and tackle gear, and rigging equipment.

-May give instructions to passengers on the use of lifesaving equipment and instructions on what is required in case of emergency.

-May receive and transmit radio messages from boat to shore.

PHYSICAL EFFORT:

Stands, walks, and handles light- and medium-weight objects.

WORKING CONDITIONS:

Works outside, exposed to all types of weather and to the possibility of cuts, bruises, burns, and chapped hands.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-2 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
ELECTROMOTIVE EQUIPMENT MECHANIC (GOLF CART) NA-5876-6

DUTIES AND RESPONSIBILITIES:

Incumbent, under general supervision, performs the following duties:

-Inspects, repairs, and replaces batteries, motors, solenoids, tires, steering devices, wires, bearings, charging units, canopies, upholstery, and other working parts on battery-operated electric golf carts.

-Makes general repairs to mechanically operated braking assemblies, steering assemblies, and drive gears.

-Charges batteries and maintains proper water level in batteries.

-Uses electrical test equipment, such as voltmeters or multimeters to check circuit continuity.

-Uses a variety of socket wrenches and other mechanic's handtools in performing mechanical assembly and disassembly.

-May advise supervisor of bench stock level and any special parts required.

-May perform incidental cleaning and painting tasks, such as using handbrush to paint the inside of the battery compartment with acid-resisting paint, and painting the outside of motor armatures.

PHYSICAL EFFORT:

Stands, bends, and works in tiring and uncomfortable positions. Lifts medium- and heavy-weight objects.

WORKING CONDITIONS:

Works indoors and is exposed to grease, dirt and battery acid. Exposed to possibility of cuts, bruises, and electric shocks.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-6 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
ELECTRONICS MECHANIC (TELEVISION AND SOUND EQUIPMENT) NA-2614-9

SKILL AND KNOWLEDGE:

Tasks are peformed on single-level complex electronic equipment (equipment usually designed to accomplish single functions such as transmitting and receiving), radios, tape recorders, televisions and public address systems. The Electronic Mechanic must possess a working knowledge of operating electronic principles and must be familiar with the functional application of blueprints, schematics, and diagrams in order to determine what steps must be taken to overhaul, maintain or repair electronic equipment. The incumbent is skilled in the use of common test equipment and measuring devices, including multimeters, audio signal generators, tube testers, oscilloscopes, ammeters, and voltmeters. Electronics Mechanics must also be familiar with operating electronic elements, such as alternating and direct current, vacuum tubes, and signal behavior.

DUTIES AND RESPONSIBILITIES:

Electronics Mechanics at this level independently determine the requirements for servicing of equipment, including the nature of the trouble and extent of repairs required on relatively complex, limited function, electronic equipment. With little or no supervision, incumbents determine work methods, sequence, and use of tools and test equipment and perform followup test to assure that equipment is functioning properly. Incumbents also may be required to estimate costs of repairs.

PHYSICAL EFFORT:

Work performed involves standing, climbing and bending, occasionally in awkward positions. The incumbent continuously handles equipment weighing from 10 to 40 lbs.

WORKING CONDITIONS:

Work is usually performed inside adequately heated, lighted and ventilated areas. Work is occasionally performed outside but usually under good weather conditions. The incumbent is exposed to cuts, bruises, and burns from soldering irons and electronical shocks.

TITLES:

Jobs covered by this guide below the NA-9 level shall be titled Electronics Worker.

Jobs covered by this guide at the NA-9 level and above shall be titled Electronics Mechanic (Television and Sound Equipment).

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-9 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
ENGRAVER (HAND) NA-3816-4

DUTIES AND RESPONSIBILITIES:

-Hand-inscribes lettering, signatures, monograms, and designs in silverware, goldware, and steel (and alloys), such as cups, plates, and plaques, and in jewelry, such as pins, bracelets, rings, and watches, using hand and machine tools of the trade.

-Sketches original designs requiring artistic skill or follows sketch provided. Advises customers on effective types of engraving.

-Shaves jewelry to produce bright surface and cut lines.

-May operate drill press to make openings for rivets.

PHYSICAL EFFORT:

Sits while working.

WORKING CONDITIONS:

Works indoors in adequately lighted, heated, and ventilated area. Subject to possible cuts in using handtools.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-4 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
LABORER (BAGGER) NA-3502-1

DUTIES AND RESPONSIBILITIES:

-As customer's purchases are checked out by cashiers, Bagger places produce, meats, and other grocery items in bags. Assures that items are placed in appropriate type bags and in such a manner as to preclude damage, breakage, and odor or taste contamination.

-Places bags in carts to take them to customer's vehicle and places them where directed. Places bags upright in such a position as to avoid damage to contents. For customers making large purchases, more than one cart may be required; therefore, the grocery bagger may have to push and pull carts to the customer's vehicle. Individual bags of groceries may weigh as much as 25 to 30 pounds.

-Returns shopping carts to designated storage area and arranges them properly.

-Maintains appearance of area outside the checkout counters and in the parking lot by picking up paper and other debris.

-Replenishes sacks and other expendable items used for sacking of produce, meats, frozen foods, and other grocery items.

CONTROL OVER WORK:

Works under immediate supervision of the Grocery Bagger Foreman (Head Bagger) or his designated representative, who makes assignments and provides instructions pertinent to work accomplishment and bagging procedures. Reviews or spot-checks work in progress and provides guidance as needed. Discusses and advises on any problem encountered.

PHYSICAL EFFORT:

Requires light to moderate lifting of bags of groceries with weight up to 30 pounds and sustained walking and standing. Pushes and pulls carts of groceries from store to customer's vehicle.

WORKING CONDITIONS:

The work is performed inside and outside, under varying weather conditions. Danger of slipping on wet and icy surfaces in the performance of carry-out duties. Baggers must have integrity and be courteous to maintain good customer relations. Subject to irregular hours of work.

MARINE EQUIPMENT REPAIRER NA-5352-8

DUTIES AND RESPONSIBILITIES:

-Performs minor repair of outboard motors, such as timing and adjusting engines to operating tolerances and replacing parts when required.

-Assists a journeyman-level mechanic in the performance of complete overhaul of inboard and outboard motors.

-Assists the journeymen-level mechanic in the diagnosis of malfunctions of outboard motors to determine the source of trouble and the extent of repairs required.

-Instructs patrons in all phases of safety regulations concerning use of boats and motors.

-May collect fees for rental of equipment, prepare daily cash reports, and deposit funds.

PHYSICAL EFFORT:

Frequent bending, lifting, and working in awkward positions.

WORKING CONDITIONS:

Work is performed inside and outside, and is usually dirty and greasy. Exhaust fumes may be present, and the employee is frequently exposed to the possibility of cuts and bruises.

MARINE EQUIPMENT MECHANIC NA-5352-10:

DUTIES AND RESPONSIBILITIES:

-Diagnoses malfunctions of inboard and outboard motors to determine the source of trouble and the extent of repairs required, including electrical systems, geared units, and components.

-Determines supplies and parts needed for repairs of motors.

-According to manufacturer's manuals, tears down, adjusts, repairs, reassembles, and runs operational checks on equipment.

-Times and adjusts engines to operating tolerances, using specialized testing equipment, such as compression testers, analyzers, test benches, and specialized measuring instruments.

-Instructs patrons in all phases of safety regulations concerning use of boats and motors.

-May collect fees for rental of equipment, prepare daily cash reports, and deposit funds.

PHYSICAL EFFORT:

Frequent bending, lifting, and working in awkward positions.

WORKING CONDITIONS:

Work is performed inside and outside, and is usually dirty and greasy. Exhaust fumes may be present, and the employee is frequently exposed to the possibility of cuts and bruises.

TITLES:

Jobs covered by this guide below the NA-10 level shall be titled Marine Equipment Repairer.

Jobs covered by this guide at the NA-10 level and above shall be titled Marine Equipment Mechanic.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
MERCHANDISE MARKER NA-6914-1

DUTIES AND RESPONSIBILITIES:

-Unpacks the merchandise and sorts, stacks, or arranges it according to stock number, price, or size to facilitate the marking process.

-Follows written or oral instructions pertaining to items, such as prices, sizes, and stock codes, to be marked. Sets the print on the ticket printing machine in accordance with instructions and prints the required number of tickets for each group or type of merchandise to be marked.

-Affixes the tickets to merchandise by pressing the ticket to the box, carton, or package. Machines of simple design may be used to attach other types of printed tickets.

-After the marking process is completed, repacks the merchandise for storage or shipment. May move and stack merchandise in assigned locations within the warehouse, depot, or stock room when further storage is required.

Additional duties include participating in inventories and maintaining work area in a clean and orderly manner.

Instructions received are explicit and directly applicable to the work situation.

PHYSICAL EFFORT:

Stands, walks, and handles light- and medium-weight objects.

WORKING CONDITIONS:

Works indoors. Is exposed to drafts, noise, dust, and dirt. May have to stand for long periods on concrete floors.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
MOBILE EQUIPMENT SERVICER (SERVICE STATION ATTENDANT) NA-5806-2

DUTIES AND RESPONSIBILITIES:

Monitors operation of self-service gasoline station equipped with electrically controlled pumps. Resets pumps following purchase. Keeps pump island area clean of debris. Assists in maintenance of other station areas and restrooms. Upon request, may clean windshields and check oil level. Assists customers in the operation of gasoline pumps, as necessary.

Accepts cash or appropriate credit cards and makes necessary change. Responsible for change fund and monies received.

The work operation of a self-service station does not normally permit close, continuing supervision.

PHYSICAL EFFORT:

Frequently stands, walks, and handles lightweight objects.

WORKING CONDITIONS:

Works outside, in all weather conditions.

NOTE: Occasional performance of such tasks as checking air pressure in tires, adding water to batteries or radiators, removing and replacing windshield wiper blades, does not warrant classification at a higher level unless performed as regular, recurring duties.

Work performed in a fully automated self-service station in which attendants are not physically present at the pump island and most of the servicing is remote controlled is properly classified as Cashier Checker, PS-2091-2. OPM Job-Grading Standards (see OPM "PCS," reference (h)) provide for allocation at grades other than that described above.

OFFSET PLATE MAKER NA-4416-5:

DUTIES AND RESPONSIBILITIES:

These beginning-level positions are suited for individuals who have some experience in the trade, but who are not fully experienced in all phases of plate making.

At this level, the employee

-performs counteretching process; scrubs plate with a weak acid solution and flushes with water.

-performs sensitizing process; operates whirling machine, ascertains the proportion of solution to be used by consulting prepared charts, and pours sensitizer upon plate as it whirls in tank.

-performs plate-burning process; places negatives and plates in vacuum glass top frame, adjusts carbon lamp, and sets electrically operated time exposure device to expose plate to the rays of the lamp.

-performs inking process; applies ink evenly to surface of plate after it has been burned and rubs down to a smooth surface.

-performs developing-out process; removes surplus sensitizer and ink from plate's surface and decides during process whether imperfections appear.

-performs plate etching process; uses a weak acid solution to remove surplus sensitizer and ink and recognizes correct distribution of sensitizer and ink.

-performs gumming process; applies a thin coat of arabic solution to plate surface to prevent oxidation.

-cleans and retouches masters to effect "clean" type and art matter.

PHYSICAL EFFORT:

Frequently works in standing position and handles lightweight objects.

WORKING CONDITIONS:

Works indoors in an area adequately heated and lighted. Worker is exposed to chemical fumes, and there is a possibility of chemical burns. Work is usually dirty.

OFFSET PLATE MAKER NA-4416-6:

DUTIES AND RESPONSIBILITIES:

These are the journeyman-level positions of incumbents who have extensive experience in the trade and are considered fully qualified and experienced in all phases of plate making.

The following duties are typical, but not all-inclusive, of positions in this standard:

-Determines the kind and type of plate to be made; the process to be used; and the exposure time, alignment, how the plate will be run on the press, and registration of the negatives and mask on plates for multicolor runs.

-Makes deep-etch plates, chemical blueprints on various media, and similar plates, involving setting in corrections and multiple exposures of the same.

-Uses graduates, beakers, and stirrers in mixing chemical solutions.

-Counteretches plates, using an acid solution to remove oxidation and other foreign matter; desensitizes plate if necessary; coats plate applying a light sensitive colloid, determines speed of whirler, thickness of coating, evenness of distribution, and method of drying; and sets up and operates whirler.

-Aligns and attaches negative or negatives to plate, mounts plate on vacuum frame; turns on vacuum to bring negative and plate into perfect contact; and exposes the sensitive plate to artificial light capable of producing the necessary intensity.

-Applies ink evenly to surface of plate; washes plate with water and an etch to remove unhardened portions of coating together with overlaying ink; and makes any corrections to plate, such as retouching broken lines or missing portions and polishing or honing out inked nonprinting areas.

-Instructs lower-grade Plate Makers in the techniques and practices of producing offset lithographic plates.

-Makes enlargements and reductions working in dimensional percentages.

PHYSICAL EFFORT:

Frequently works in standing position and handles lightweight objects.

WORKING CONDITIONS:

Works indoors in an area adequately heated and lighted. Worker is exposed to chemical fumes, and there is a possibility of chemical burns. Work is usually dirty.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
OFFSET PRESS OPERATOR NA-4417-0

OFFSET PRESS OPERATOR NA-4417-6:

DUTIES AND RESPONSIBILITES:

Duties of these positions represent the entrance level of work. Specific work instructions are usually received from a higher-grade Offset Press Operator.

At this level, the employee

-works with an Offset Press Operator of higher grade, observes the sequence of steps involved when mounting plate upon the press, padding plate, and blanket; makes adjustments to feed paper into press, and ensures a supply of ink and water is applied to the appropriate rollers. Notes those characteristics that determine serviceability of plate, blanket, and other press components.

-watches running presses after setup has been made, observing for malfunctioning of any of the automatic devices, making certain that there is sufficient stock on feed stack and reproduced items are being stacked properly, and removing finished work as needed. Notifies supervisor or shuts off press to prevent damage to machinery or waste of stock when unusual noises or malfunctioning occurs.

-shuts off press after runs to remove traces of previous run, oiling or greasing the various fittings according to instructions of supervisor or manufacturer's operating instructions for the press.

-prepares various inks from formulas or specific instructions of supervisors. Holds tools or parts for supervisor during repair or maintenance operations.

PHYSICAL EFFORT:

Walks and stands while working.

WORKING CONDITIONS:

Works indoors in an adequately lighted and heated area. Worker is subject to possible cuts and bruises.

OFFSET PRESS OPERATOR NA-4417-7:

DUTIES AND RESPONSIBILITIES:

Duties of these positions involve the make-ready, adjustment, and press operation on single-color or multicolor offset press equipment.

At this level, the employee

-based upon work assignments received in the form of oral directions from supervisor or work orders listing job specifications, prepares single-color or multicolor offset presses for production runs.

OFFSET PRESS OPERATOR NA-4417-7: (cont'd)

-depending upon the type and size of material to be reproduced and based upon required folding or repeat runs for color reproduction, prepares presses for operation. Sets up, adjusts, and coordinates the operation of feeder and delivery mechanisms, adjusting air flow, guides, and tapes, so there will be uninterrupted flow of stock through the press.

-inspects plate for imperfections after removal of protective gum; cleans with acid solution; mounts plate on the plate cylinder; adjusts and backs it up; and sets hold-down or clamp adjustments as required. Observes condition of blanket and rolls for wear or imperfections; sets pressures so reproduction will be precise, clear, and uniform.

-considering color tone specified, evaluates the amount of ink, dryers, varnishes, and waxes to compound for work order or for successive color runs. Fills ink fountains; adjusts the ink and water fountain flow controls, momentarily starting the press to distribute these over roller surfaces.

-makes adjustments and runs trial sheets through to observe the "lay," uniformity of impression, tone of color, registration, and other elements of lithographic quality. When trial sheet has been approved, starts press on production run, keeping surveillance over it to detect mechanical or chemical malfunctions in order that adjustments may be made to ensure consistent results. Repeats setup for other plates in which imposition is required. Makes adjustments so that registration will be precise and the desired color tone will be attained.

-may replace wornout or broken parts on the press or its attachments; may oil and grease various fittings as prescribed by the press manufacturer.

PHYSICAL EFFORT:

Walks and stands while working.

WORKING CONDITIONS:

Works indoors in an adequately lighted and heated area. Worker is exposed to the possibility of cuts and bruises.

OFFSET PRESS OPERATOR NA-4417-8:

DUTIES AND RESPONSIBILITIES:

Positions at this grade level include Offset Press Operators engaged in the make-ready, adjustment, and operation of large, two-color offset presses.

At this level, the employee

-working from general oral instructions or from work order specifications, determines the type set-up or procedures to utilize for the purpose of reproducing material on two-color lithographic presses with automatic attachments of various types.

OFFSET PRESS OPERATOR NA-4417-8: (cont'd)

-makes ready two section presses; fills ink wells and adjusts the flow rate of water and ink for each section so that the operation of both may be adjusted until there is synchronization between the two sections and the pickup, delivery, and folding devices attached to the press. Installs the plates; inspects the various rollers and blankets; sets the pressures upon the rolls; sets the flow rate of water and ink; and builds up the plate and blankets to uniformity.

-in view of the critical tolerances required for multicolor and multicolor half-tone reproduction, makes certain that the adjustments as to pressures and flow rates of ink and chemicals are made in consideration of the dual nature of the press.

-keeps surveillance over the press after production runs have started to detect possible chemical or mechanical malfunctionings that would result in damage to the press or stock wastage. May repair presses, replacing worn or broken parts and setting the press back into synchronization. Periodically greases and oils various fittings as prescribed by manufacturer's specifications.

-gives instructions to lower grade level employees with respect to techniques and procedures utilized to obtain quality lithographic reproductions.

PHYSICAL EFFORT:

Walks and stands while working.

WORKING CONDITIONS:

Works indoors and in an adequately lighted and heated area. Worker is exposed to the possibility of cuts and bruises.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
POOL TABLE REPAIRER NA-3106-5

DUTIES AND RESPONSIBILITIES:

-Assembles, dismantles, repairs, and maintains pool tables and accessories.

-Removes and replaces worn or damaged parts such as cushions, pockets, cloth covering, or table top using handtools and materials such as felt cloth, slate cement, tacks, hammers, wrenches, staple guns, needles, and thread.

-Refinishes or replaces woodwork on pool tables to include items such as legs, frames, and mouldings.

-Sets up and levels pool tables; replaces damaged or missing leveling screws.

-May repair cue tips and ball racks.

-Orders required parts and material to complete repairs.

-Performs general housekeeping tasks to ensure proper standard of appearance, cleanliness, and safety of assigned work area.

PHYSICAL EFFORT:

Stands, stoops, bends, stretches, and works in tiring and uncomfortable positions. Handles medium- and heavyweight objects.

WORKING CONDITIONS:

Works inside an adequately lighted and heated area. Exposed to possible cuts and bruises in using handtools.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-5 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
SHOE CLEANER AND POLISHER NA-7601-1

DUTIES AND RESPONSIBILITIES:

-Cleans and polishes footwear for customers by removing surface dirt and by removing grime and old polish or wax from footwear; applies coating of colored or neutral liquid or paste polish or wax; and polishes with brushes and cloths. Applies liquid dressing to fabric areas of footwear to restore appearance of cloth. Coats edges of sole and heel with sole dressing. Dyes or tints footwear.

-Performs valet service associated with barber shop activities, such as brushing lint and hair from patrons' clothing, and assists customers with coats. Sweeps, mops, waxes, and polishes floors as required to maintain satisfactory sanitation standards in a barber shop. Requests replenishment of shoe care supplies, as required, and maintains supplies and equipment in clean, orderly manner.

PHYSICAL EFFORT:

Stands or bends continuously while working.

WORKING CONDITIONS:

Works in an adequately lighted and heated area. Exposed to slippery floors and various types of shoe polish.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
SKATE REPAIRER NA-4801-6

DUTIES AND RESPONSIBILITIES:

-Assembles new roller skates and accessories.

-Repairs and maintains roller skates by disassembling skates and cleaning, lubricating, adjusting and replacing bearings, trucks, wheels, axles, and other worn or damaged parts using small handtools and equipment.

-Installs, repairs and replaces parts and accessories such as toe stops, toe scuff retainers, and laces.

-Ensures that adequate replacement stock levels are maintained; requisitions parts and supplies; and maintains an inventory record of parts, accessories and tools.

-Performs general housekeeping tasks to ensure proper standard of appearance, cleanliness, and safety of designated work area.

PHYSICAL EFFORT:

Stands, bends, and lifts lightweight objects.

/ORKING CONDITIONS:

Works inside an adequately lighted and heated area. Exposed to possible cuts and bruises in using handtools.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-6 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
SLOT MACHINE MECHANIC NA-4801-9

DUTIES AND RESPONSIBILITIES:

-Disassembles slot machines, inspects, and, on own initiative, determines the type and extent of repairs needed. Replaces worn or faulty parts such as anti-pilferage meters and devices, coin receivers, and operating linkages. Modifies cabinets and installs electronic metering systems and jackpot signaling devices in accordance with manufacturer's specifications and schematics.

-Assists in preparation of gameroom for coin harvest, unjamming of machines, and performing minor repairs to machines in gameroom.

-Performs required tests to determine that machine is properly assembled to meet prescribed tolerances as established by higher authority.

-Maintains machinery history records and signs for all completed work, parts used, and tests conducted on each machine.

-Conducts various methods of slot machine repair and training for new employees.

-Assists in inventories and moving of associated slot machine equipment, such as cabinets and benches.

-Assists in maintenance and cleanliness of assigned work spaces.

RESPONSIBILITY:

Supervisor assigns work orally. The employee determines type and extent of repairs needed and completes repairs with little or no checking during progress or upon completion; signs for all completed work, parts used, and tests conducted; utilizes manufacturer's manuals and specifications in work performance; ensures that machines are maintained within payout tolerances established by higher authority and overall required standards.

PHYSICAL EFFORT:

Works on location or in slot machine repair shop. Stands, stoops, bends, and is required to lift parts and heavy equipment.

WORKING CONDITIONS

Work is performed inside. Dirt, dust, and grease may be present. Exposed to possibility of cuts, bruises, shocks, burns, and strains.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-9 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
SMALL APPLIANCE REPAIRER NA-4855-7

DUTIES AND RESPONSIBILITIES:

-Identifies defective or malfunctioning parts of small, portable appliances by visual inspection and by referring to manufacturers' checklists or defect symbols marked on appliances. Disassembles appliance to remove defective parts, using power screwdrivers, soldering iron, and handtools. Installs new parts and reassembles appliance.

-Records nature of repair in service log.

-Maintains stock of common replacement parts.

-Determines repair requirements by connecting appliance to power source and observing readings on voltmeters or current testers or by examining parts for defects while disassembling.

-Files or bends parts to remove burrs and improve alignment and fit.

-Holds appliance against buffing and polishing wheel to remove scratches from metal surfaces.

-Touches up paint defects using brush or spray gun.

-May receive payment, operate cash register, make change, and be responsible for a change fund.

PHYSICAL EFFORT:

Handles lightweight objects.

WORKING CONDITIONS:

Works indoors, in an adequately lighted and heated area. Employee is subject to possible cuts, burns, and electrical shock.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-7 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
VENDING MACHINE ATTENDANT NA-4801-4

DUTIES AND RESPONSIBILITIES:

Vending Machine Attendants receive vending items from food and retail facilities or from their immediate supervisors and deliver items to vending machines concerned. They remove aged food or other merchandise from machines, as required by established procedures; replenish merchandise; and make appropriate notations on required documents. Locked money boxes are turned in to the supervisor or designated cashier.

Vending machines are inspected frequently to ensure that machines are adequately stocked, in good working order, and are maintained in a sanitary condition. Attendants monitor brands and sale prices to ensure compliance with contract terms when vending services are provided on a contract basis. Notify supervisor of any discrepancies observed. Accompany concessionaires to make spot-checks of collections.

Machines are checked by inserting coins to determine whether items are being dispensed properly and correct change is being returned. After testing, products obtained are placed back into the machines. Attendants clean interior and exterior of machines using appropriate cleaning solutions and clean areas adjacent to the machine, including snack tables.

Machines are visually spot-checked to determine whether any units are out of order. The repairman or immediate supervisor is contacted and an "out-of-order" sign is placed on malfunctioning machines.

Incumbents may assist in the preparation of vending items, such as sandwiches, jello, and salads, may replenish vending areas with items such as napkins, condiments, and paper cup lids, and open crates/cartons/boxes; keep stockroom area in clean and orderly condition; and adhere to sanitary, safety, and security procedures.

PHYSICAL EFFORT:

Frequently stands, walks, and handles light- to medium-weight objects.

WORKING CONDITIONS:

Work is performed inside and outside, under varying weather conditions.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-4 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
VENDING MACHINE REPAIRER/MECHANIC NA-4820-0

VENDING MACHINE REPAIRER NA-4820-5:

DUTIES AND RESPONSIBILITIES:

In the capacity of a "HELPER,"

-assists higher-grade Vending Machine Repairer/Mechanic in the maintenance and repair of vending machines. Assists by handing or holding tools or materials. May assist by performing such work as disassembling and cleaning equipment, and, under the close supervision of a higher-grade employee, reassemble equipment.

-may drive a truck to haul materials and equipment to and from work areas. Cleans work and vending repair shop areas.

PHYSICAL EFFORT:

Active climbing, bending, lifting, and working in awkward positions.

WORKING CONDITIONS:

Most work is performed inside. Incumbent is occasionally called upon to perform repairs outside, sometimes in bad weather. Dirt, dust, and grease may be present. There may be exposure to the possibility of cuts, bruises, shocks, burns, and strains.

VENDING MACHINE REPAIRER NA-4820-8:

SKILLS AND KNOWLEDGE:

Must have a knowledge of where and how a variety of component parts, accessories, and parts of systems such as wires and printed circuits, liquid pumps and tubing are installed. Must have the ability to determine when parts should be cleaned and reinstalled or replaced with standard parts. Incumbent must have the skill needed to repair and replace parts and to make synchronizing adjustments and settings, such as setting liquid dispensing mix according to established specifications. Work at this level also requires skill in the use of common handtools (for example, wrenches, pliers, soldering iron, square, level and screwdrivers) and a small variety of test equipment (for example, voltage meters, amp meters, circuit testers, pressure and dial gauges.)

DUTIES AND RESPONSIBILITIES:

Supervisor assigns work orally or through work orders. Incumbent selects tools, decides on the method and techniques to use, and carries out assignments independently. Obtains standard parts such as tubing, coin changers, and electrical wiring by looking up replacement information in parts manuals or by making comparisons with samples. Also, ensures that adjustments and settings, such as

VENDING MACHINE REPAIRER NA-4820-8: (cont'd)

voltage regulator setting and circuit testers, meet established requirements by checking and following the specifications called for in repair and manufacturers' manuals. Higher-grade mechanic or supervisor gives advice on unusual problems. The higher-grade mechanic or supervisor also checks to see that completed work meets requirements.

PHYSICAL EFFORT:

Works on location or at the shop. Stands, stoops, bends, stretches, and works in tiring and uncomfortable positions. May lift parts and heavy equipment.

WORKING CONDITIONS:

Most work is performed inside. Occasionally, performs repairs outside, sometimes in bad weather. Dirt, dust, and grease may be present. Exposed to possibility of cuts, bruises, shocks, burns, and strains.

VENDING MACHINE MECHANIC NA-4820-10:

SKILLS AND KNOWLEDGE:

Must have knowledge of the makeup, operation, and installation of all vending machine components, assemblies, and systems, including refrigeration and electrical systems. Must have the ability to determine when and how far major components should be torn down, what parts and mechanisms can be reworked and refitted or should be replaced with new parts, and the types and extent of adjustment and alignment required. Must have the skill needed to remove and tear down major components and assemblies, such as compressors, liquid pumps, and coin-changing verifiers, and to rebuild, adjust, reinstall, align, and mesh such components and assemblies. Must have skill in the use of a wide variety of refrigeration and electrical test equipment (for example, test stands, compression gauges, special dial gauges, voltage meters, amp meters, and test cables.)

DUTIES AND RESPONSIBILITIES:

The supervisor assigns work orally or through work orders. The mechanic determines the type and extent of repair needed, and completes repairs independently. In rebuilding major components and assemblies, such as air compressors, ice makers and carbonation systems, the mechanic obtains and follows clearance and fitting specifications found in repair and manufacturers' manuals. Completes alignments and adjustments of the various components and assemblies according to specifications (for example, adjustments to timing apparatus in the machine and alignments between the dispensing release and the coin-chargers). The supervisor ensures that overall work meets accepted trade standards.

PHYSICAL EFFORT:

Works on location or at the shop. Stands, stoops, bends, stretches, and works in tiring and uncomfortable positions. May lift parts and heavy equipment.

VENDING MACHINE MECHANIC NA-4820-10: (cont'd)

WORKING CONDITIONS:

Most work is performed inside. Occasionally, performs repairs outside, sometimes in bad weather. Dirt, dust, and grease may be present. Is exposed to possibility of cuts, bruises, shocks, burns, and strains.

TITLES:

Jobs covered by this guide below the NA-10 level shall be titled Vending Machine Repairer.

Jobs covered by this guide at the NA-10 level and above shall be titled Vending Machine Mechanic.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
WAITER NA-7420-0

WAITER NA-7420-1:

DUTIES AND RESPONSIBILITIES:

Performs food and beverage service functions, together with related housekeeping activities as follows:

-Consults posted master menu and from this information decides which place settings will be required. Secures clean linen and appropriate glassware and silverware, depending on the particular menu, food, and beverages to be served. Readies assigned groups of tables for food and beverages, assuring that dishes, glasses, and silverware meet required cleanliness standards and that linens and condiment containers are spotless. Prepares side tables with glasses, stirrers, and cocktail napkins, silverware, bowls of ice, and other extras that may be required during the meal or serving of beverages. Works according to rigid time schedule, secures carts of food from pantry or kitchen, obtains requested beverages from bar, and places the various items on tables for the purpose of providing service as needed. Refills food and beverage containers and performs emergency cleanup services.

-Cleans tables and prepares them for new guests. May mop, wax, and buff floor in assigned area. May perform other related cleaning duties as time permits, such as washing dining/bar/lounge windows and cleaning entryways.

-May perform janitorial, dishwashing, or other duties in an emergency.

PHYSICAL EFFORT:

Constant stooping, standing, bending, and walking. Moderate lifting.

WORKING CONDITIONS:

Danger of minor burns from warming ovens, hot liquids, glassware, and food containers. Danger of slipping on wet, soapy, or highly polished floors.

WAITER NA-7420-2:

DUTIES AND RESPONSIBILITIES:

-Performs beverage service functions in a bar or lounge area.

-Asks patrons what beverages are desired and writes the order on a guest check. Describes or suggests cocktails, highballs, wines, or other beverages upon request.

-Gives order to the bartender. Receives and places beverages on a small tray and serves patrons. Adds fruit or decorations to cocktails as required. Observes when patrons leave and cleans tables. Returns used glassware to bar. Maintains clean work area.

WAITER NA-7420-2: (cont'd)

-Collects payment from patrons and settles account with the bartender or cashier.

-May dispense bottled beverages, confections, and tobacco or serve any other item upon request.

PHYSICAL EFFORT:

Constant stooping, standing, bending, walking, and light lifting.

WORKING CONDITIONS:

Danger of cuts from glassware. Danger of slipping on wet, soapy, or highly polished floors.

NOTE: The OPM Job-Grading Standard for Waiter-NA-7420-3 (see OPM "PCS," reference (h)) is to be applied when appropriate.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
WATCH REPAIRER NA-3309-9

DUTIES AND RESPONSIBILITIES:

-With minimum supervision, adjusts, repairs, cleans, and replaces worn or damaged parts on a variety of makes, types, and models of watches and time-recording instruments, including electronic or electric watches, calendar, automatic, digital, regular, stop watches and chronometers.

-Using various tools, such as watchmakers' handtools, jewelers' lathe, micrometer, calipers, and vernier gauge, disassembles time piece, examines to determine extent of repair, adjusts or replaces worn or broken parts, and may be required to manufacture unavailable replacement parts, such as pivots, wheels, staffs, plates, or pinions. Cleans parts by brushing, immersing in solvents, or using ultrasonic cleaning equipment. Reassembles timepiece, tests for accuracy using electronic diagnostic machine, and, if necessary, may time or regulate instrument as well as perform tests for magnetism.

-May perform a number of administrative duties in support of the operation of the watch repair shop, including assisting in inventories, preparing records of work performed, completing required reports, and preparing bank deposits.

PHYSICAL EFFORT

Walks, stands, bends, and exerts little physical effort. May be exposed to eye strain.

WORKING CONDITIONS:

Works inside, with adequate lighting, heating and air conditioning.

NOTE: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established NA-9 grade level with the rationale for the grade selected documented and attached to the position description.

E. UNIVERSAL ANNUAL JOB-GRADING STANDARDS

TITLE	SERIES	PAGE
Aero Club Manager	UA-1101	4-234
Bowling Center Manager	UA-1101	4-237
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Golf Course Manager	UA-1101	4-256
Package Store Manager	UA-1101	4-259
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DoD NAF UNIVERSAL ANNUAL
JOB-CLASSIFICATION STANDARD
AERO CLUB MANAGER UA-1101-0

DUTIES AND RESPONSIBILITIES:

-Conducts the club's daily activities in compliance with directives, guidelines, and operating instructions (OIs) provided by the Board of Governors (BOG). Ensures compliance with these as well as other directives, policies, and procedures. Develops or recommends, and implements, after approval, OIs to effect greater operational efficiency. Provides data to the fund custodian to support short- and long-range plans and to achieve maximum return on investments and equipment use. Prepares or supervises the preparation of reports as well as the preparation and issuance of financial records and individual statements to members. Coordinates daily activities with the President of the BOG, bringing to his attention existing or anticipated problems, and recommends solutions to problems within scope of responsibilities.

-Attends meetings and reviews minutes of the BOG, safety, standardization, and general membership meetings to coordinate administrative and operational matters and followup on items affecting club operations. Initiates agenda items for official club meetings. Develops studies and plans as directed by the BOG or self-generated in response to membership desires and objectives. Maintains liaison with the FAA and base staff activities, such as safety, operations, and flight control office regarding aero club operation.

-Keeps the flight schedule log book on a first-come, first-served basis. Checks and approves flight clearances. Grounds or restricts members' flying privileges for violations pending BOG action. Monitors weather conditions to effect immediate security or storage of aircraft during inclement weather. Maintains bulletin boards, charts, status boards, pilots' information file, and publications essential to club operation and flight planning by members.

-Ensures that notification procedures are established with the FAA or base operations to notify a responsible aero club offical of overdue aircraft or other emergencies. Must be on duty or make sure that a qualified person, designated in writing, is on duty when students or pilots with less than 200 hours are flying in the local area.

-Provides administrative guidance to the chief flight instructor to achieve effective operation of the flight and ground training program. Enforces regulatory procedures and contractural provisions pertinent to the training program. Advises flight instructors of changes in administrative procedures affecting their duties. Reviews student assignments to effect equitable assignments commensurate with workload and availability of instructors. Overviews the establishment and maintenance of membership and training folders and records to ensure that required data are properly recorded and that documents are maintained in current status.

-Works with the Club Maintenance Officer and the Chief Mechanic of the maintenance facility in coordinating and scheduling of preventive and major

maintenance of club-operated aircraft in accordance with manufacturer's recommended inspection schedules and overhaul periods as well as those required by the FAA. Ensures proper documentation of maintenance performed.

-Maintains surveillance over the supply function to ensure property accountability, adequate property storage, and disposal of excess property. Prepares and approves purchase requests if so designated by the custodian.

-May be responsible for the operation of a retail sales outlet.

-Supervises employees engaged in functions incident to daily operations. Selects employees, assigns and reviews work, evaluates performance, initiates personnel actions, schedules and approves leave, counsels employees, and keeps them informed about personnel programs and policies, referring them to personnel specialists when technical answers are required.

GRADING PLAN:

1. This standard does not describe all possible levels at which jobs may be established. Basically, the duties remain the same regardless of club size; however, the volume of work varies significantly with club size. Therefore, the quantitative classification criteria below shall be used to classify Aero Club Manager positions. These factors reflect varying ranges of operational data. Locally, the data shall be compiled on a calender year (CY) basis and divided by 12 to arrive at a monthly average for each factor. A comparison of the monthly averages with factor criteria will yield point values that can be collectively converted to grade levels.

2. Operational Factors:

a. Number of Aircraft

	Points
1-5	1
6-10	2
11-15	3
16-20	4
21-25	5
Over 25	6

b. Monthly Flying Hours

	Points
Under 200	1
200-300	2
301-400	3
401-500	4
501-600	5
601-700	6
701-800	7
801-900	8
901-1000	9
Over 1000	10

AERO CLUB MANAGER: UA-1101-0: (cont'd)

c. Number of Piloting Members

Number of Piloting Members	Points
Under 100	1
100-150	2
151-200	3
201-250	4
251-300	5
301-350	6
351-400	7
Over 400	8

d. Number of Students (Primary through advanced)

Number of Students (Primary through advanced)	Points
Under 30	1
30-50	2
51-70	3
71-90	4
91-110	5
111-130	6
131-150	7
Over 150	8

3. Conversion Table for Determining Grade Levels: The following table shall be used to convert the points to grade levels for Aero Club Managers.

Total Points	Grade Level
Under 8	UA-5
8-12	UA-6
13-16	UA-7
17-20	UA-8
21-24	UA-9
25-28	UA-10
Over 28	UA-11

DoD NAF UNIVERSAL ANNUAL
JOB-CLASSIFICATION STANDARD
BOWLING CENTER MANAGER UA-1101-0

EXCLUSIONS:

Night Manager positions are generally excluded from this standard because they do not include the full extent of the duties and responsibilities described in this standard. They are covered by job-grading standards for Recreation Aid, PS-0189-0.

DUTIES AND RESPONSIBILITIES:

-Trains and supervises subordinate employees and schedules and assigns their duties. Interviews and prepares necessary personnel action requests on employees and prospective employees. Evaluates employee performance of duties and initiates required personnel actions to replace those not meeting minimum standards of performance.

-Promotes, organizes, and schedules open and league bowling and special events and conducts bowling classes.

-Maintains a daily operation record of the bowling facility, showing all income from fees and rentals. Controls and accounts for all prenumbered bowling score sheets.

-Ensures that the maintenance and preventive maintenance program on all pinsetting machines and related equipment is carried out. Maintains appropriate records. May personally perform repair function.

-Contacts firms to obtain prices and other information regarding items, such as purchase of equipment, accessories, and parts. Recommends acquisition of items to maintain, improve, expand, or enhance the bowling facility.

-Supervises total operation of the bowling facility, including bowling balls, bags, shoes, and related equipment. May custom-measure, fit, and drill balls.

-May supervise vending machine and snack bar operations to ensure that the bowling participants' needs are served.

SUPERVISORY CONTROLS:

Incumbent operates under the direction of the Special Services Officer, Recreation Director or designated supervisor. Incumbent is held responsible for implementing the installation's policies and for efficient operation of the bowling center.

BOWLING CENTER MANAGER: UA-1101-0: (cont'd)

GRADING PLAN:

The factors used to reflect the level of difficulty and responsibility of these positions are as follows:

1. Number of bowling lanes

Number of Lanes	Points
Up to 12	1
13 to 16	2
17 to 24	3
Over 24	4

2. Staff required by the bowling center. The number of full-time employees is averaged over a year. Part-time, civilian, and off-duty military are included. The number of part-time employees shall be converted to an equivalent number of full-time employees.

Number of Employees	Points
Up to 5	1
6 to 10	2
11 to 15	3
16 to 20	4
21 to 25	5
Over 25	6

3. Number of lines per lane. Determine the average number of lines bowled per lane per day considering data for the preceding 12 months.

Average Number of Lines	Points
Up to 10	1
11 to 20	2
21 to 30	3
31 to 40	4
41 to 50	5
Over 50	6

4. Management of snack bar. Add one point if the Manager is responsible for the management and direction of a snack bar that includes cooking food and serving beverages.

5. Management of pro shop. Add one point if the Manager is responsible for the management and direction of a complete pro shop that includes measuring, fitting, and drilling bowling balls.

BOWLING CENTER MANAGER: UA-1101-0: (cont'd)

Conversion Table:

Total Points	Grade
3-5	UA-5
6-8	UA-6
9-11	UA-7
12-14	UA-8
15-17	UA-9
Over 17	UA-10

NOTE: Where authorized, full assistant Bowling Center Manager positions shall be graded one grade below that of the Manager.

DoD NAF UNIVERSAL ANNUAL
JOB-CLASSIFICATION STANDARD
CATERER UA-1101-0

EXCLUSIONS:

This standard is not used to grade positions in which the paramount duties are clerical in nature, such as reserving catering activities, arranging for contracts to be signed, and maintaining a party book. Such positions are properly classifiable under the AS category.

DUTIES AND RESPONSIBILITIES:

-Is responsible for all arrangements for catering activities (for example, banquets, parties, receptions, luncheons, and other special activities) requiring food and beverage service catered by the club or open mess. Either in person or by letter, obtains pertinent information from member host, such as number of guests expected, seating arrangements, decorations, and music and entertainment desired. Analyzes the requirements of the occasion and decides on suitable types of services to be provided; discusses menu and beverage items and prices to be charged. Draws up party contract and obtains member's signature. Is responsible for making the commitment as to arrangements and for the price to be paid for the services provided. Provides catering service for member's functions held outside the club or open mess as authorized by policy, regulations, and guidelines.

-Transmits information to chef or head cook and other personnel concerned with party activities; arranges for such details as printing of menus, procurement of decorations and entertainment and table set-ups; arranges for items such as furniture, china, silverware, candles, and glasses.

-Inspects final arrangements for the party to ensure that all contractual arrangements are met insofar as the club is concerned; greets host and hostess; sets up receiving line if desired; and, as required, observes the party in operation to ensure service provided is efficient, courteous, and correct from both etiquette and contractual terms.

-Maintains the party reservation book and party contracts.

-Plans special membership affairs (for example, New Year's Eve Dance); plans menus; prepares notice to membership; arranges music and entertainment; accepts reservations; plans seating charts and table assignments; and, as required, observes and supervises party in progress.

SUPERVISORY CONTROLS:

Incumbent works under the supervision of the club or open mess manager, who provides guidelines and determines quality of catering activities from onsite observation and comments of club or open mess members.

GRADING PLAN

Grade	Factor
UA-5	Limited party activities average up to 15 parties per month. Medium-size operation. (Refer to the complexity of operation criteria reflected in the Club Operation Assistant Standard.)
UA-6	Party activities average between 16 and 40 per month.* Medium- or large-size operation. (Refer to the complexity of operation criteria reflected in the Club Operation Assistant Standard.) Degree 2 Protocol, as enumerated below.
UA-7	Numerous party activities average over 40 per month.* Large-size operation. (Refer to the complexity of operation criteria reflected in the Club Operation Assistant Standard.) Degree 3 Protocol, as enumerated below. *Average determined by counting the number of catered parties during the previous CY divided by 12.

Decorum/Protocol

This factor applies to all clubs--officers, noncommissioned officers, and enlisted. The various degrees of this factor are as follows:

Degree 1. Normal military protocol, courtesies, and social amenities.
Degree 2. Normal military protocol, courtesies, and social amenities, but occasionally requiring formal protocol to general officers, other dignitaries, and their guests.
Degree 3. Normal military protocol, courtesies, and social amenities, but frequently requiring (regular and recurring) formal protocol to general officers, their guests, and other dignitaries, including foreign officials, federal and state officials, and local and national officers in overseas areas.

For noncommissioned officers and enlisted clubs, other dignitaries (in degrees 2 and 3) would include Sergeant Major of the Army and Command Sergeant Major (or equivalent for the Air Force, Navy, and Marine Corps).

*NOTE: The grade of the position when the combinations of factors vary from those shown above shall be based on sound classification judgment. An evaluation statement setting forth the analysis and basis for the grade of the position shall be attached to the position description.

DoD NAF UNIVERSAL ANNUAL
JOB-CLASSIFICATION STANDARD
CHILD CARE CENTER MANAGER UA-1101-0

EXCLUSIONS:

Positions involving the operation of child care centers that do not meet the minimum criteria established in this standard are classifiable in the PS category. Positions that involve supervising or performing professional work in an educational program, such as a licensed kindergarten, are to be classified in an appropriate series of the Education Group in the UA category.

DUTIES AND RESPONSIBILITIES:

The following duties, responsibilities, and supervisory controls are typical, but not all-inclusive, of positions covered by this standard:

-Works under general administrative supervision of special services officer, recreation director, or other designated superior. Within overall policy guidelines, is responsible for long-range and day-to-day planning, direction, and operation of a child care center.

-Plans, assigns, and directs all activities of the child care center, including development of operational policies and procedures based on directives from higher headquarters.

-Selects, assigns, and supervises child care attendants; and initiates actions on promotions, employment, terminations, performance ratings and related personnel actions, subject to final approval of the designated superior.

-Determines requirements and orders equipment and supplies.

-Prepares and submits annual budgets reflecting the estimated cost of operating the activity and its resale program.

-Develops and implements a program of activities designed to stimulate and develop the physical and mental growth and coordination of the children.

-Exercises responsibility and accountability for the change fund and daily receipts of all property and resale merchandise.

-Maintains required records for operation of the center, including employee work schedules, regular hours, shift operations, and weekend and holiday work.

-Performs periodic checks throughout the day to assure cleanliness, sanitation, and health condition of the children and safety conditions of the center including playground and surrounding areas.

-Plans menus to ensure balanced meals when kitchen facilities are available.

CHILD CARE CENTER MANAGER: UA-1101-0: (cont'd)

-Cooperates and coordinates with other installation activities that may have requirements for child care service.

-Discusses child care problems with parents when they develop; answers parent's questions and resolves problems.

GRADING PLAN:

The duties and responsibilities described above are typical of those performed by Chid Care Center Managers, and grade UA-5 is considered appropriate for positions that meet the minimum criteria contained here. Five basic factors, plus a special considerations factor, are used for classifying these positions.

Factor I - Average Daily Attendance. Average daily attendance shall be computed over a period of 1 year. Children who attend the center on a full-time regular basis (5 days per week, 8-10 hours per day) shall be counted on a one-for-one basis. Children in the category of part-time (daily, hourly, drop-ins) shall be counted on a 75 percent basis. For example, an average of 40 full-time regulars, 60 daily rates, and 100 drop-in children will be counted as 160 (40 + 75 percent of 160). When Sunday operations are less than 8 hours, they will be counted as half days in arriving at average daily attendance for all categories except full-time regulars. A 5-day week shall be the basis for determining average attendance in the full-time regular category.

AVERAGE DAILY ATTENDANCE	POINTS
Under 50	1
50-100	2
101-150	3
151-200	4
201-250	5
Over 250	6

Factor II - Size of Staff: The number of paid employees who are subordinate to the Child Care Center Manager shall be computed over a period of 1 year. Equate part-time and intermittent employees to full-time on the basis of hours actually worked. Volunteers and student aids shall be computed on actual hours worked basis.

SIZE OF STAFF	POINTS
Up to 5	1
6-10	2
11-15	3
16-20	4
21-25	5
Over 25	6

Factor III - Weekly Hours of Operation:

More than 100 hours - add 2 points
66-100 hours - add 1 point
Less than 65 hours - add 0 points

Factor IV - Management of a Food Program: When a Manager develops a varied menu and manages a food program that meets daily nutritional requirements, points shall be credited as follows:

Add 1 point for one or more meals per day.

When only mid-morning and mid-afternoon snacks are served, no points are credited.

NOTE: Even though dietetic advice is available and assistance is provided from other competent sources, the primary consideration is whether the Manager develops a planned, nutritious menu from optional available foods (seasonal or substitute) and is ultimately responsible for food service. The menu must provide food that is adequate in quantity and quality to meet the nutritional needs of children.

Factor V - Childhood Development and Preschool Program:

Definitions:

(1) An early Childhood Development Program is a planned schedule of activities for each age group (including infants), conducted as an integral part of the child care program. It consists of activities that serve to positively affect the self-image and physical, cognitive, and emotional development of children in the center. Examples of experiences included are art (not coloring books); music (listening, singing, and dancing); motor skill development (large and small muscle) activity and passive activities (finger plays, games, and story time); safety, hygiene, and nutrition awareness; and social communication skill development. Add 1 point.

(2) A preschool program is a half-day program (4 hours or less) established to assist children in the development of their social, emotional, and cognitive capabilities. Preschools are normally conducted 2 to 4 days a week and enroll children 3 to 5 years of age. Preschools also may be designated as prekindergarten or nursery schools. Add 2 points.

SPECIAL CONSIDERATIONS:

When classifying a position using this standard, care must be exercised to assure that credit is assigned only for those conditions that are likely to prevail for a reasonable period, for example, 1 year or more. Adherence to this guidance will avoid grade fluctuations for minor and temporary changes in assigned duties and responsibilities.

When the manager supervises more than one child care facility, 1 point will be added. When a position fails to meet the typical duties and responsibilities of this standard, or the point total is less than the minimum, sound position classification principles shall be applied in determining the proper grade in the PS-0189 series.

CHILD CARE CENTER MANAGER: UA-1101-0 (cont'd)

CONVERSION TABLE

POINTS	UA GRADE
4-7	UA-5
8-11	UA-6
12-14	UA-7
15-17	UA-8
Over 17	UA-9

DoD NAF UNIVERSAL ANNUAL
JOB-CLASSIFICATION STANDARD
EXCHANGE MANAGER UA-1181-0

GENERAL STATEMENT:

This standard includes positions that involve supervising the management of an installation exchange engaged in retail operations combined with food preparation and selling and/or personal services, service stations, concessions and vending machine activities.

EXCLUSIONS:

Positions whose duties are limited to the supervision and management of the retail sales operations are excluded from this series. They are to be considered in relation to the standard for Retail Manager UA-1182-0. Also excluded are positions involving responsibility for such staff functions as accounting, equipment and facilities, and overhead functions relating to personnel, retail, and food and services operations. The standard for General Manager UA-1180-0 shall considered for jobs with those responsibilities.

EXPLANATORY STATEMENTS:

Positions covered by this standard within the Army-Air Force Exchange Service are known as Exchange Manager. The exchanges they manage include the retail sales merchandise at a main store and its subordinate outlets. Subordinate outlets usually handle limited lines of merchandise, and the managers report to the Exchange Manager. Sales also include the sale of food prepared and served in cafeterias, snack bars, and separate food retail units. The sales include those for personal services such as dry cleaning, laundry, optical service, and direct- or concession-operated beauty shops, barber shops, and vending machines. Most merchandise sold is obtained by requisition from warehouse or direct shipment from suppliers. The manager is authorized specific lists of merchandise for which he may make direct purchase for retail sale. The responsibility for purchasing, accounting, personnel, equipment, and facilities is usually performed at a higher echelon in the organization. Within the Navy Department and Marine Corps the positions covered by this series are usually identified as Branch Manager and Exchange Manager, respectively. These positions include the same responsibilities as those described in the preceding paragraph and, in addition, may include responsibility for the personnel and accounting functions and maintenance of facilities. The presence or absence of these functions does not affect the grade level of the position.

DUTIES AND RESPONSIBILITIES:

-Directs, coordinates and supervises all retail food, services, concession, and vending activities at an exchange. Ensures that proper service is rendered, personnel are fully utilized, accountability variances are held to a minimum, cleanliness and sanitation are maintained, and safety and security measures are implemented and maintained in accordance with prescribed directives and procedures.

EXCHANGE MANAGER: UA-1181-0 (cont'd)

-In accordance with guidance provided, determines requirements and requisitions authorized items of merchandise from warehouse for sale at the exchange and its retail outlets; as authorized, makes direct purchases of items from local suppliers; ensures proper receipt, recording, storage, and distribution of all items of merchandise; and maintains control of stock items, supplies, and equipment and replenishes according to demand.

-Ensures proper and prompt recording and reporting of all operational and administrative activities in accordance with published directives.

-Supervises overall management of the exchange facilities; directly supervises and trains exchange employees and may prepare employee work schedules; directs the conduct of physical inventories as required; serves as liaison between the exchange and high command level.

-Recommends plans for development or alteration of services, building, and facilities. May supervise the development or implementation of these alterations as directed.

-May plan, coordinate, supervise, and control all phases of a retail main store activity.

EXCHANGE MANAGER: UA1181-0 (cont'd)

CLASSIFICATION FACTORS

Exchange Manager positions are classified in accordance with the following criteria:

(1) Average Monthly Sales Volume
(2) Number of Outlets Managed
(3) Number of Bases/Posts/Satellites Serviced
(4) Geographical Dispersion
(5) Merchandise Reporting Activities

-Average Monthly Sales Volume (1) criteria shall be based upon previous fiscal year operations and shall include all direct retail, food, and services sales and concession income (not concession sales).

-Those Number of Outlets Managed (2) Bases/Posts/Satellites/Site Serviced (3) Geographical Dispersion (4), and Merchandise Reporting Activities (5) in existence at the end of the survey period. (Site operations are excluded from these factors).

-The below Grading Criteria sales volume ranges below are based on the CPI Base Year 1973-All Items. Each DoD Component shall appropriately update these sales volume ranges based on the inflation factor determined by the CPI for the most current fiscal year or based on inflation factor adjustments that may be developed by each DoD Component that more accurately reflect price changes or merchandise and services sold.

GRADING CRITERIA

Basic Grade	Average Monthly Sales Volume Range
UA-13	$1,500,001 and over
UA-12	500,001-1,500,000
UA-11	200,001-500,000
UA-10	100,001-200,000
UA-9	Up to 100,000

	(1) SALES	POINTS
UA-12	$ 500,001-700,000	0
	700,001-900,000	16
	900,001-1,100,000	32
	1,100,001-1,300,000	48
	1,300,001-1,500,000	64

EXCHANGE MANAGER UA-1181-0 (cont'd)

	(1) SALES	POINTS
UA-11	$ 200,001-260,000	0
	260,001-320,000	16
	320,001-380,000	32
	380,001-440,000	48
	440,001-500,000	64
UA-10	$ 100,001-120,000	0
	120,001-140,000	16
	140,001-160,000	32
	160,001-180,000	48
	180,001-200,000	64
UA-9	Up to 20,000	0
	20,001-40,000	16
	40,001-60,000	32
	60,001-80,000	48
	80,001-100,000	64

(2) OUTLETS	
12 or less	0
13-17	5
18-22	10
23-27	15
28 and over	20

Definition of Outlet: Retail- Separate fiscal reporting activities. Food- Over $3,000 average monthly sales. Service- All direct-operated activities.

(3) BASES/POSTS/SATELLITES SERVICED	
1	0
2	4
3	8
4	16
5	24
6 or more	32

Definition: Bases/Posts/Satellites under separate commanders.

(4) GEOGRAPHICAL DISPERSION (Most distant exchanges)	Points
15-mile radius or less	0
26-50-mile radius	1
51-100-mile radius	3
101-150-mile radius	6
151-200-mile radius	9
Over 200-mile radius	12

EXCHANGE MANAGER UA-1181-0 (cont'd)

Geographical dispersion of Bases/Posts/Satellites serviced.

(5) MERCHANDISE REPORTING ACTIVITIES

Up to 5	0
6-8	2
9-12	4
13-17	6
18 and over	8

Definition of Merchandise Reporting Activity: Those retail activities that maintain separate stock accounts from those of their parent organization less those separate fiscal reporting activities already credited under Factor (2) above.

EXCHANGE MANAGERS SHALL BE GIVEN ONE ADDITIONAL GRADE WHEN POINT FACTORS (1) THROUGH (5) TOTAL MORE THAN 95 POINTS: HOWEVER, POINT FACTORS SHALL NOT BE USED FOR EXCHANGES GENERATING OVER $1,500,000 IN AVERAGE MONTHLY SALES.

DoD NAF UNIVERSAL ANNUAL
JOB CLASSIFICATION STANDARD
GENERAL MANAGER UA-1180-0

GENERAL STATEMENT:

This standard includes positions involving management and supervision of all phases of the operation of an exchange for an area that includes two or more installation exchanges and includes responsibility for retail operations, food operations, service operations, accounting, personnel, equipment and facilities, and security and safety.

EXCLUSIONS:

Positions whose duties are limited to the supervision and management of the retail sales operations are excluded from this series. They are to be considered in relation to the standard for Retail Manager UA-1182-0. Positions whose duties include the supervision and management of an exchange within an area are excluded from this series and are to be considered in relation to the standard for Exchange Manager UA-1181-0.

DUTIES AND RESPONSIBILITIES:

Typical duties and responsibilities performed by General Managers are the following:

-Directing and coordinating all phases of exchange retail, food, and service operations toward maximum responsiveness to the mission and requirements.

-Identifying, on a continual basis, areas for potential improvement toward realization of increased earnings and improved service and establishing objectives toward that aim.

-Making and directing periodic and frequent inspections of all assigned operations and outlets to identify areas of deficiency; directing the correction of deficiencies; and following up to assure that corrective action has been accomplished.

-Developing, arranging, and applying assigned physical resources and personnel as necessary to accomplish objectives.

-Through management evaluation, judgment and action, assuring maximum and full utilization of facilities, equipment, cash and personnel.

-Identifying personnel with potential for development to higher-level positions and providing concentrated training toward their development.

-Planning and conducting training in technical subjects relating to retail, food, and service operations.

GENERAL MANAGER UA-1180-0: (cont'd)

-On a continuing basis, evaluating the standard of performance of subordinate personnel, providing counseling, and taking appropriate action when performance is below acceptable standards.

-Through exercise of professional and management action and effective supervision, assuring compliance of all personnel to requirements prescribed in applicable departmental, command, and exchange directives and operating instructions in order to achieve a high standard of operational performance and customer service. Ensuring compliance with EEO requirements.

-Directing the management of all retail activities, including:

-implementing procedures governing retail operations encompassing requirements determinations; merchandise receipt, storage, and distribution; control of retail stocks, supplies, and equipment; and the procurement of merchandise and supplies from local vendors.

-supervising the requisitioning, delivery, and merchandising unit control of direct delivery and open-end order items.

-Directing the management of all food activities, to including:

-implementing procedures governing all food operations such as food procurement, storage and distribution, and control of food, supply items, and equipment.

-reviewing and controlling food operations, staffing and training, merchandise presentation, menu planning, pricing and portion control.

-inspecting concessionaire food activities.

-providing technical assistance to concession food activities regarding operating standards and assuring compliance with contractual agreements.

-Directing the management of all direct- and concession-operated automotive, vending, agency, and personal services activities, including:

-inspecting and controlling all direct-operated service activities to assure compliance with authorized services, approved financial plans, operating directives, and quality standards.

-preparing and dispatching contract proposals or solicitations for service to be rendered by a concessionaire, contractor, or supplier for which the exchange receives a fee or commission. Receiving and evaluating completed contract proposals or solicitations and recommending awards.

-inspecting and controlling concessionaire-operated activities to assure that prices and standards of quality and performance are in accordance with directives and that sanitation, fire, and security regulations have been adhered to. Maintaining effectiveness files on all concessionaires and contractors for performance evaluation purposes.

-Directing the preparation of the Profit and Loss Program for inclusion in the Component Profit and Loss Program; the analysis of financial statements and reports to identify adverse financial trends; and initiation or recommendation of corrective action as appropriate. Assisting in the formulation of the retail, food, and services financial program, and in preparation and review of budgets and other documentation reflecting the status of branch operations.

-Implementing, administering, and coordinating the exchange security, safety, and fire prevention programs for retail, food, and services operations.

-Providing advice and recommendations on expansion, relocation, or discontinuation of services or activities consistent with exchange requirements and programmed objectives; and recommending renovation or remodeling of facilities to provide for more adequate, modern, or economical service.

CLASSIFICATION FACTORS

General Manager positions are classified in accordance with following criteria:

(1) Average Monthly Sales Volume
(2) Number of Outlets Managed
(3) Number of Bases/Posts/Satellites Serviced
(4) Geographical Dispersion of Outlets Managed
(5) Merchandise Reporting Activities

If authorized, Assistant General Managers shall be classified one grade below the authorized grade of General Manager.

Average Monthly Sales Volume (1) criteria shall be based upon previous fiscal year operations and shall include all direct retail, food, and services sales and concession income (not concession sales).

Those Number of Outlets Managed (2), Number of Bases/Posts/Satellites Serviced (3), Geographical Dispersion (4), and Merchandise Reporting Activities (5), in existence at the end of the survey period. (Site operations are excluded from these factors).

The above Grading Criteria sales volume ranges are based on the CPI Base Year 1973 - All Items. Each DoD Component shall appropriately update these sales volume ranges based on the inflation factor determined by the CPI for the most current fiscal year or based on inflation factor adjustments that may be developed by each DoD Component that more accurately reflect price changes of merchandise and services sold.

GENERAL MANAGER UA-1180-0: (cont'd)

GRADING CRITERIA

Basic Grade	Average Monthly Sales Volume Range
UA-15	$3,500,001 and over
UA-14	1,500,001-3,500,000
UA-13	500,001-1,500,000
UA-12	Up to 500,000

	(1) SALES	POINTS
UA-14	$1,500,001-1,900,000	0
	1,900,001-2,300,000	16
	2,300,001-2,700,000	32
	2,700,001-3,100,000	48
	3,100,001-3,500,000	64
UA-13	500,001- 700,000	0
	700,001- 900,000	16
	900,001-1,100,000	32
	1,100,001-1,300,000	48
	1,300,001-1,500,000	64
UA-12	Up to 300,000	0
	300,001-350,000	16
	350,001-400,000	32
	400,001-450,000	48
	451,001-500,000	64

(2) OUTLETS	POINTS
24 or less	0
25-34	5
35-44	10
45-54	15
55 and over	20

Definition of Outlet: Retail- Separate fiscal reporting activities. Food- Over $3,000 average monthly sales. Services- All direct-operated activities.

(3) BASES/POSTS/SATELLITES SERVICED	POINTS
1-3	0
4-5	4
6-7	8
8-9	16
10-11	24
12 or more	32

Definition: Bases/Posts/Satellites under separate commanders.

(4) GEOGRAPHICAL DISPERSION (Most distant exchanges)	POINTS
35-mile radius or less	0
36-75-mile radius	1
76-150-mile radius	3
151-225-mile radius	6
226-350-mile radius	9
Over 350-mile radius	12

Geographical dispersion of Bases/Posts/Satellites serviced.

(5) MERCHANDISE REPORTING ACTIVITIES	POINTS
Up to 10	0
11-16	2
17-24	4
25-34	6
35 and over	8

Definition of Merchandise Reporting Activity: Those retail activities that maintain separate stock accounts from those of the parent organization less those separate fiscal reporting activities already credited under Factor (2) above.

GENERAL MANAGERS SHALL BE GIVEN ONE ADDITIONAL GRADE WHEN POINT FACTORS (1) THROUGH (5) TOTAL MORE THAN 95 POINTS; HOWEVER, POINT FACTORS SHALL NOT BE USED FOR EXCHANGE/AREA EXCHANGES GENERATING OVER $3,500,000 IN AVERAGE MONTHLY SALES.

DoD NAF UNIVERSAL ANNUAL
JOB-GRADING STANDARD
GOLF COURSE SUPERINTENDENT, UA-1601-0
GOLF COURSE MANAGER, UA-1101-0

GENERAL STATEMENT:

This standard directly applies to the individuals responsible for the operation and maintenance of a tract of land defined as a golf course, encompassing at least nine teeing areas, fairways, and greens.

Positions that include responsibilities for the full range of both course operational management and maintenance will be titled Golf Course Manager, UA-1101. This series is considered most appropriate for fully operating Golf Course Manager positions in view of the business, technical, and administrative requirements.

Positions with technical responsibilities for the golf course condition and maintenance operations are appropriately classified as Golf Course Superintendent, UA-1601.

Positions involving the business and administrative management of the golf course facilities but not technical control of the maintenance and upkeep of the course itself are classified as Golf Course Assistant, UA-1101. Grade level determination should be based on an overall evaluation by reference to this standard and other related OPM position classification standards.

EXCLUSIONS:

Positions involving the supervision or performance of recreation programs requiring a knowledge of the principles and techniques of recreation to plan and carry out a recreation program are excluded from this standard. Also excluded are positions the principal duty of which is coaching or instruction in the game of golf.

Foreman-type positions in which the paramount qualification is in a trade and craft background are excluded from the coverage of this standard.

OCCUPATIONAL INFORMATION:

For most courses, there are committees that establish general policy on membership, dues, large expenditures, and related general policy matters. The Superintendent's area of responsibility will always include the entire playing surface of the course, including all tees, fairways, greens, roughs, and surrounding areas; landscaping; structures (buildings, fences, bridges, and shelters directly affecting golf play); equipment, personnel, materials, and associated records for course maintenance. The Manager positions include such golf course management functions as budget; long-range planning; scheduling and conducting of tournaments and special events; liaison with public works, post engineers, or other base maintenance departments in golf course repair and maintenance; contracting out of segments of work beyond local capability; and management

of food and drink facilities. Other additional and related responsibilities are the instruction of member golfers, operation of the pro shop equipment and clothing facility, and golf cart rental. Provision has been made in the grade level criteria for the crediting of incremental duties and responsibilities such as those listed above.

In classifying positions of Golf Course Manager and Golf Course Superintendent, when both positions appear, care must be exercised in the crediting of final authority and responsibility for the golf course facilities. If the responsibility is divided or rests with one position or the other, classifier judgment based on factual information must be applied in order to avoid duplicative grade level credit.

TITLES

Golf Course Superintendent, UA-1601-0 and Golf Course Manager, UA-1101-0

GRADING PLAN

The factors used to reflect the level of difficulty and responsibilities of these positions are the following:

1. Number of holes used at a golf course.

Number of Holes	Points
9	1
18	2
27	3
36	4

2. Total number of employees working at the golf course for Manager positions. Credit staff concerned with maintenance for Superintendent positions. The number of full-time employees shall be averaged over a season. Part-time civilian and off-duty military are included. The number of part-time employees shall be converted to an equivalent number of full-time employees on the basis of hours worked (each 40 hours equal a full-time employee).

Number of Employees	Points
0-5	1
6-10	2
11-15	3
16-20	4
21-25	5
26 and Over	6

3. Number of rounds per day. Determine the average number of rounds of 18 holes a day, considering data for the preceding golf season.

Average Number of Rounds	Points
0-160	1
161-185	2
186-210	3
211-235	4
236-265	6
266 and over	7

4. Acreage of Golf Course. Determine the size of the golf course acreage that the Superintendent is responsible for.

Total Acres Under Grass	Points
0-100	1
101-150	2
151-200	3
201-250	4
251 and over	5

5. Extra creditable elements

a. Full golf course management responsibility - 1 Point

b.

Pro Shop		
Practice Course		
Driving Range	any 3	1 Point
Eating Facility	any 4 or more	2 Points

Note:

1. Do not credit a function located in the golf facility but managed by or contracted to others.

Grade Conversion Table

Conversion	Grade
5-6	UA-7
7-9	UA-8
10-12	UA-9
13-15	UA-10
16-18	UA-11
19 and over	UA-12

DoD NAF UNIVERSAL ANNUAL
JOB-CLASSIFICATION STANDARD
PACKAGE STORE MANAGER UA-1101-0

EXCLUSIONS:

Positions that do not meet the minimum managerial responsibilities described below shall be considered for allocation as supervisors in the PS category. Also excluded from the coverage of this standard are positions that may appear to meet the minimum mangerial responsibility depicted in the three factors used for grade level determination. Guidance in the evaluation of these positions is available in job-grading standards for positions in the PS category.

DUTIES AND RESPONSIBILITIES:

-Plans and directs the operation of the store subject to installation policies, agency regulations, and applicable federal and state laws; is administratively responsible to designated supervisor, either military officer or civilian.

-Determines the kinds and quantities of alcoholic beverages required to meet client demands; authorizes the purchase of the required items from wholesaler.

-Directs the receipt of liquor from wholesaler, checking the kinds and quantity received with the purchase authorizations.

-Determines or recommends the sales price for all merchandise based on consideration of such factors as competition, demand, supply, and desirable profit margin; directs the price-marking on each individual item.

-Establishes the inventory stock level; directs the taking of inventories and is accountable for all liquor stock; is responsible for the maintenance of accounting records on stocks, costs of supplies, overhead, and profits.

-Determines how merchandise shall be displayed and prescribes procedures to safeguard funds and merchandise.

-Selects, trains, and supervises assigned employees.

-Ensures that cash funds or receipts are properly controlled and accounted for.

GRADING PLAN

1. Number of Customer Transactions (monthly average over a year)

Under 5,000 per month - small
5,001 - 10,000 per month - medium
Over 10,000 per month - large

PACKAGE STORE MANAGER UA-1101-0: (cont'd)

2. Number of Line Items Stocked

Under 100 items - small
101-300 items - medium
Over 300 - large

3. Number of liquor items sold (monthly average over a year)

Under 10,000 - small
10,001 - 30,000 - medium
Over 30,000 - large

When two or more factors are:

small = UA-1101-5
medium = UA-1101-6
large = UA-1101-7

Grade level determinations for positions that contain most of the managerial responsibilities and also considerably exceed the top of the range in the quantitiative criteria may be graded by extrapolation from these standards and cross-reference to the OPM Job-Grading Standards for Commissary Store Management, GS-1144 (see OPM "PCS," reference (h)). An evaluation statement setting forth the analysis and basis for arriving at the grade of the position shall be attached to the office copy of the position description.

DoD NAF UNIVERSAL ANNUAL
JOB-CLASSIFICATION STANDARD
RETAIL MANAGER UA-1182-0

GENERAL STATEMENT:

This standard includes those positions involved in the managing, directing, and supervising of retail operations at the activity level; that is, the selling of merchandise to authorized customers.

EXCLUSIONS:

Positions that involve the support functions of purchasing, distribution and warehousing, personnel, accounting, maintenance of equipment and facilities, directly-operated and concessionaire-operated personal services, vending services, and automated services are excluded from this standard.

TITLING:

Positions covered by this standard are to be titled as Retail Manager. Use of a parenthetical designation following the basic title is authorized. For Example: (Annex), (Branch Store), (Main Store).

DUTIES AND RESPONSIBILITIES:

Listed below are groupings of duties and responsibilities found in typical work situations.

SITUATION A

-Is responsible for all retail sales activities at either a separate location or an annex of a main store.

-Ensures the proper display, price-marking and sale of a limited assortment of merchandise. Makes certain that pricing procedures are followed.

-Ensures that adequate stock levels are maintained; requisitions merchandise and makes certain that receipt procedures are followed.

-Is responsible for directing or taking part in periodic inventories and directs or prepares required reports.

-Is responsible for the security of cash, fixed assets, and the merchandise inventory.

-When subordinate personnel are assigned, provides training and guidance on all phases of the retail operations at the location; supervises assigned personnel in all their duties and responsibilities and evaluates their performance.

SITUATION B

-Is responsible for all retail sales activities at a location carrying a variety of merchandise. (Examples of an activity carrying a limited variety of merchandise are a retail convenience food and beverage store; a seasonal store-flower and garden; and a toy store).

-Directs and supervises employees engaged in price-marking, display, and sale of merchandise; sets up the work schedules so that adequate personnel are present at all times in sales, check-out, and storeroom areas.

-Contacts vendors to ensure timely stock replenishment of open-end and direct-delivery merchandise orders. Is responsible for and supervises employees engaged in the maintenance of inventory management documents relating to open-end and direct-delivery orders.

-Supervises employees in making periodic inventories, in the maintenance and analysis of cost records, and in the preparation of reports and budgets incident to the operation of the retail activity.

-Is accountable for the security of cash, fixed assets, and merchandise inventory.

-Is responsible for on-the-job training of sales personnel; supervises assigned personnel in the performance of their duties and responsibilities; prepares employee performance ratings and recommends appropriate personnel actions.

-Ensures compliance with fire, safety, sanitation and security regulations; initiates work orders for repair and maintenance.

-Maintains good customer and employee relations and renders courteous and efficient customer service.

SITUATION C

-Is responsible for all retail sales activities at a location carrying a complete variety of merchandise. (Variety of hardlines and softlines of merchandise).

-Directs and supervises employees engaged in price-marking, display, and sale of merchandise; sets up the work schedule so that adequate personnel are present at all times in sales, check-out, and storeroom areas.

-Contacts vendors to ensure timely stock replenishment of open-end and direct-delivery merchandise orders. Is responsible for and supervises employees engaged in the maintenance of inventory management documents relating to open-end and direct-delivery merchandise orders.

-Supervises employees in making periodic inventories, in the maintenance and analysis of cost records, and in the preparation of reports and budgets incident to the operation of the retail activity.

RETAIL MANAGER UA-1182-0: (cont'd)

-Is accountable for the security of cash, fixed assets, and merchandise inventory.

-Is responsible for on-the-job training of sales personnel; supervises assigned personnel in the performance of their duties and responsibilities; prepares employee performance ratings and recommends appropriate personnel actions.

-Ensures compliance with fire, safety, sanitation and security regulations; initiates work orders for repair and maintenance.

SUPERVISORY CONTROLS:

Incumbents of positions in Work Situation A are directly responsible to the manager of a larger retail sales activity, such as that described in Work Situation B or C. The policies and procedures provided are specific. The supervisor is readily available to provide necessary guidance and instructions.

The incumbents of positions in Work Situations B and C operate under the control of a manager who has responsibilities beyond retail sales operations, such as personal service operations, vending services, and staff functions of warehousing, personnel, and accounting. Implementing policies and procedures regarding the operation of the retail sales outlet usually are written and cover requirements determinations; procurement of merchandise; sale of merchandise; sales promotion programs; and training programs. The supervisor is usually available either on the same installation or by telephone.

RETAIL MANAGER UA-1182-0: (cont'd)

GRADING PLAN ***

This chart shows the grades of these positions arranged according to the average monthly sales volume by the work situations in which they occur.

Grade	Work Situation		
	*A	**B	**C
UA-5	$25,001 to 50,000		
UA-6	50,001 to 100,000		
UA-7	100,001 to 175,000	$25,001 to 75,000	
UA-8	Over $175,000	75,001 to 125,000	$ 25,001 to 100,000
UA-9		125,001 to 200,000	100,001 to 175,000
UA-10		200,001 to 350,000	175,001 to 300,000
UA-11		Over $350,000	300,001 to 450,000
UA-12			450,001 to 750,000
UA-13			Over 750,000

*For positions with sales volume up to $25,000, see Job Grading Standard for Retail Annex Operator PS-2091.

**Retail Manager positions rarely exist in Work Situations B and C below the $25,000 retail sales volume shown in the above chart.

***The above Grading Plan sales volume ranges are based on the CPI Base Year 1973 - All Items. Each DoD Component shall appropriately update these sale volume ranges based on the inflation factor determined by the CPI for the most current fiscal year o based on inflation factor adjustments that may be developed by each DoD component that more acc rately reflect price changes of merchandise and services sold.

Additional consideration shall be given in determining the grade levels of the Retail Manager positions in Work Situations B and C based on points determined from the criteria listed below. No additional grades shall be provided for Work Situation A.

RETAIL MANAGER UA-1182-0: (cont'd)

ADDITIONAL GRADING CRITERIA

(1) AVERAGE MONTHLY SALES VOLUME

GRADE	WORK SITUATION B	WORK SITUATION C	POINTS
UA-7	$25,001 - $35,000		0
	35,001 - 45,000		16
	45,001 - 55,000		32
	55,001 - 65,000		48
	65,001 - 75,000		64
UA-8	75,001 - 85,000	$25,001 - 40,000	0
	85,001 - 95,000	40,001 - 55,000	16
	95,001 - 105,000	55,001 - 70,000	32
	105,001 - 115,000	70,001 - 85,000	48
	115,001 - 125,000	85,001 - 100,000	64
UA-9	125,001 - 140,000	100,001 - 115,000	0
	140,001 - 155,000	115,001 - 130,000	16
	155,001 - 170,000	130,001 - 145,000	32
	170,001 - 185,000	145,001 - 160,000	48
	185,001 - 200,000	160,001 - 175,000	64
UA-10	$ 200,001 - 230,000	175,001 - 200,000	0
	230,001 - 260,000	200,001 - 225,000	16
	260,001 - 290,000	225,001 - 250,000	32
	290,001 - 320,000	250,001 - 275,000	48
	320,001 - 350,000	275,001 - 300,000	64
UA-11		300,001 - 330,000	0
		330,001 - 360,000	16
		360,001 - 390,000	32
		390,001 - 420,000	48
		420,001 - 450,000	64
UA-12		450,001 - 510,000	0
		510,001 - 570,000	16
		570,001 - 630,000	32
		630,001 - 690,000	48
		690,001 - 750,000	64

RETAIL MANAGER UA-1182-0: (cont'd)

(2) Annexes

Annexes - Retail activities physically separated from main retail store	No of Annexes	Points
	1	0
	2	4
	3	8
	4-5	12
	6 and over	16

(3) Shifts/Days of Operation

No of Shifts	Days per week	Points
1	6	0
1	7	8
2	6	16
2	7	24
3	7	32

(4) Geographical Dispersion
(Most Distant Activity)

No. of Miles	Points
25-mile radius	0
25-50-mile radius	4
51-75-mile radius	8
76-100-miles radius	12
Over 100-miles radius	16

Retail Managers in Work Situation B and C shall be classified one grade higher when point factors for Average Monthly Sales Volume, Annexes, Shifts, and Geographical Dispersion total more than 95 points; however, these factors shall not be used in Work Situation B when average monthly sales volume exceeds $350,000 nor in Work Situation C when average monthly sales volume exceeds $750,000.

If there is a military person occupying the position of Retail Manager, a grade determination shall be made as if the position were filled by a civilian. The position of full assistant to the Manager shall be one grade level lower than that of the Manager position.

DEPARTMENT OF DEFENSE
PUBLICATION SYSTEM

CHANGE TRANSMITTAL

OFFICE OF THE SECRETARY OF DEFENSE
Assistant Secretary of Defense
(Manpower, Reserve Affairs,
and Logistics)

CHANGE No. 1
DoD MANUAL 1401.1-M-1
October 29, 1982

JOB-GRADING SYSTEM MANUAL FOR
NONAPPROPRIATED FUND INSTRUMENTALITIES

The Deputy Assistant Secretary of Defense (Civilian Personnel Policy), Office of the Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics), has authorized the following changes to DoD 1401.1-M-1, "Job-Grading System Manual for Nonappropriated Fund Instrumentalities," October 1981:

PAGE CHANGES

Remove: Pages i, 4-3&4-4, and 4-5&4-6.

Insert: Attached replacement pages.

Changes are indicated by marginal asterisks.

EFFECTIVE DATE

The above changes are effective immediately.

O. J. Williford

O. J. WILLIFORD, Director
Correspondence and Directives

Attachments: 5 pages

93-17663

WHEN PRESCRIBED ACTION HAS BEEN TAKEN, TRANSMITTAL SHOULD BE FILED WITH THE BASIC DOCUMENT

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JOB-GRADING SYSTEM MANUAL FOR NAFIs

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#First Amendment (Ch 1, 10-29-82)

(11) Rëporting the status and progress of work and causes of delays.

(12) Answering supervisor's question on overall work operations and problems.

Under this standard, leader jobs are graded by adding one grade to the grade of the base level of nonsupervisory work led. If the base level of nonsupervisory work led is AS-7 or PS-7, the leader job must be classified in the UA category, in accordance with job-grading standards for this category.

* e. Grading Leader Jobs. Additionally, the step rate selected in the appropriate new UA grade level shall be determined in accordance with the provisions contained in subsection A.4. of this chapter and subsection F.2., Appendix B, DoD 1401.1-M (reference (d)). *

3. Grade Evaluation Guide for Supervisors in AS and PS Positions

a. Coverage. This standard is used to grade jobs that involve supervision of three or more employees in occupations in the AS or PS categories.

b. Range of Responsibility. Supervisors are accountable to management for the quantity and quality of the work done and for ensuring efficient and economical work operations. They are responsible for the following:

(1) Assigning, directing, and reviewing the work of subordinates and evaluating their work performance.

(2) Approving or disapproving sick leave, annual leave, or other absences from work.

(3) Planning, scheduling, and coordinating work operations.

(4) Solving problems related to work being supervised.

(5) Determining material, equipment, and facilities needed.

(6) Explaining and gaining the support of subordinates for management policy and goals (for example, cost reduction).

(7) Working to achieve the objectives of DoD Component-wide programs and policies (such as labor-management relations and equal employment opportunity).

(8) Dealing effectively with employees and union representatives on employee suggestions, complaints, grievances, and other matters.

c. Jobs Not Covered by this Standard

(1) Jobs in which the incumbent is responsible for leading other workers and for ensuring that work assignments are carried out as described in the separate grading standard for working leaders. Such leaders are not account-

able, as are supervisors, for planning, scheduling, and directing work operations; evaluating and rating subordinates on their work performance; and other supervisory duties to ensure that the work of subordinate employee meets standards of quantity and quality.

(2) Jobs in which the incumbent performs duties of a managerial or executive nature in the UA category. (Such positions are classified in accordance with the OPM "Position Classification Standards for General Schedule (GS) Positions" (reference (h)) and applicable DoD classification guides).

d. Titles and Codes. Jobs covered by this standard are identified by using the series code and adding the word "Supervisor" to the job title of the occupation reflecting the base level of nonsupervisory work supervised.

e. Grading Supervisor Jobs. Under this standard, supervisory jobs are graded by adding two grades to the grade of the base level of nonsupervisory subordinate worker. If the base level of nonsupervisory subordinate worker is AS-6 or 7 or PS-6 or 7, the supervisor job must be classified in the UA category, * in accordance with job grading standards for this category. Additionally, the * * step rate selected in the appropriate new UA grade level shall be determined in * * accordance with the provisions contained in subsection A.4. of this Chapter and * * subsection F.2., Appendix B, DoD 1401.1-M (reference (d)). *

f. Determination of Base Level of Work. This factor considers the level and complexity of the work operations supervised and their effect on the difficulty and responsibility of the supervisor's position.

(1) In determining the base level of work performed, consideration must be given to all work that affects the difficulty of the supervisor's job. This includes all operations for which the supervisor is held accountable by management for the quantity and quality of work done. Therefore, credit shall not be given for those work operations when the supervisor is not responsible for the technical as well as administrative aspects of the work.

(2) The base level of work shall be the highest level of nonsupervisory work under the direct technical and administrative supervision of the position being evaluated when such work respresents a significant portion of the total subordinate population (approximately 25 percent).

Note: When determining the base level, exclude any work for which the grade level of the subordinate position is based on high degree of independence or when the incumbent of a position performs work as an assistant or leader. In some instances, a portion of the work force may be in a training status and the full performance level not achieved. In such cases, a constructed grade level may be determined that represents the full performance level.

g. Comparison of Duties and Responsibilities for Nonsupervisory, Leader, and Supervisory Positions. The following table will assist users in determining the differences between leader and supervisory positions. Note that nonsupervisory employees may periodically perform leader or supervisory type duties and responsibilities during emergencies or for other short term periods. However, the intent of this standard is to allow allocation to the leader level for positions that contain leader duties and responsibilities as a continuing requirement.

EMPLOYEE	LEADER	SUPERVISOR
Full performance of work for which qualified	Relays instructions from supervisor	Plans and schedules work.
Provides day-to-day advice and guidance to lower grade and less experienced employees.	Gets the work started.	Determines performance standards, and evaluates the performance of employees.
Works as senior project or team leader on temporary assignments at higher grade (not to be used as base level for leader or supervisor).	Sets work pace.	Effects hiring, promoting, motivating, disciplining, and separating employees.
Works at level above full performance based on personal expertise (not to be used as base level for leader or supervisor).	Demonstrates work methods and provides work-related guidance.	Counsels and coaches employees.
Assumes leader or supervisory duties on an emergency or intermittent short term basis.	Ensures that worksite materials and tools are available.	Supports Equal Employment Opportunity (EEO) Affirmative Action program.
	Checks with supervisor on problems.	Approve leave.
	Checks on work and meets productivity goals.	Meets with employee representatives.
	Ensures employees follow security, safety, and housekeeping rules.	Preponderance of time supervising (80 percent).
	Conducts on-the-job training and instructions.	
	Performs supervisory duties in an emergency or other short term and nonrecurring basis.	

* 4. Supervisors and Leaders of AS and PS 6 or 7 Level Work *

* The pay setting practice delineated in subsection F.2., Appendix B, *
* DoD 1401.1-M (reference (d)), shall be applied to determine the appropriate step *
* rate selected for an employee who is promoted from an hourly paid position to a *
* leader or supervisory position that qualifies for inclusion in the UA category *
* under the following conditions: *

* a. Leader Positions. When the base level of work led is AS-7 or PS-7. *

* b. Supervisor Positions. When the base level of work supervised is *
* AS-6/7 or PS-6/7. *

#First Amendment (Ch 1, 10-29-82)

5. Effect of Reduction in Number of Employees Supervised in the Classification of Supervisory and Managerial Positions

a. Some supervisors and managers are under the impression that the grades of their positions are based exclusively on the number of people supervised and that a reduction in this number that results from their own effectiveness may automatically downgrade their positions. On the contrary, a reduction in the size of the assigned work force does not affect adversely the supervisory position; in fact, provisions exist to reward supervisors and managers for accomplishing their duties and responsibilities in an efficient and productive manner.

b. The Supervisory Grade Evaluation Guide (SGEG), which is used to evaluate supervisory duties and responsibilities across UA occupational lines, describes 10 or more different aspects of supervisory work that must be considered in determining the grade level of a supervisory position. The evaluation factors included in the SGEG consider elements such as the complexity and scope of supervisory duties, the level of responsibility delegated to the supervisor, the nature and difficulty of the work supervised, and the degree of supervision exercised. Additionally, the SGEG includes special adjustment factors that provide for appropriate consideration of certain aspects of supervisory positions not considered in the other evaluation factors. Accordingly, position classifiers must carefully interpret all of these factors in order to evaluate effectively the worth of the total position. Similarly, managers must adhere to the principles of good position management in order to establish an effective and efficient organizational and position structure.

c. Although the number of employees supervised shall be considered in determining a supervisor's grade, this consideration is made in conjunction with an evaluation of many other factors that measure equally important aspects of the supervisory position. Accordingly, sound classification judgment must be exercised in reevaluating the position of a supervisor whose effectiveness in directing work operations has resulted in a decrease in the number of employees supervised. The final grade of a supervisory position shall be based on an evaluation of the total position and on the relationship of each factor to the overall worth of the duties and responsibilities assigned to the position. It is important that program managers clearly understand the provisions and concepts that affect the classification of supervisory positions and that are set forth both in the law and in the SGEG, or other specific standards.

★ U.S. Government Printing Office 1982 - 391-055/268

DEPARTMENT OF DEFENSE
PUBLICATION SYSTEM

CHANGE TRANSMITTAL

OFFICE OF THE SECRETARY OF DEFENSE
Assistant Secretary of Defense
(Manpower, Reserve Affairs,
and Logistics)

CHANGE No. 2
DoD 1401.1-M-1
January 11, 1984

JOB-GRADING SYSTEM MANUAL FOR
NONAPPROPRIATED FUND INSTRUMENTALITIES

The Deputy Assistant Secretary of Defense (Civilian Personnel Policy and Requirements), Office of the Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics), has authorized the following changes to DoD 1401.1-M-1, "Job-Grading System Manual for Nonappropriated Fund Instrumentalities," October 1981 (Change 1 was issued October 29, 1982):

PEN CHANGES

Page 1-1
Subsection A.1., line 3. Change NF to NL.
Page 4-29
Bottom of page. Delete entire paragraph beginning with "Note."
Page 4-33
First line. Change to read "RECREATION AID/ASSISTANT PS-0189-3: (cont'd)."
Page 4-37
First line. Change to read "RECREATION ASSISTANT PS-0189-6: (cont'd)."
Page 4-69
First line. Change to read "BOOKKEEPING MACHINE OPERATOR AS-354-3: (cont'd)."
Page 4-107
Bottom of page. Delete entire paragraph beginning with "Note."
Page 4-204
Bottom of page. Delete entire paragraph beginning with "NOTE."
Page 4-205
Bottom of page. Delete entire paragraph beginning with "NOTE."
Page 4-206
Bottom of page. Delete entire paragraph beginning with "NOTE."
Page 4-207
Bottom of page. Delete entire paragraph beginning with "NOTE."
Page 4-208
Bottom of page. Delete entire paragraph beginning with "NOTE."
Page 4-209
Third line. Change to read "ELECTRONICS MECHANIC (TELEVISION AND SOUND EQUIPMENT) NA-2604-9."
Bottom of page. Delete entire paragraph beginning with "NOTE."
Page 4-210
Bottom of page. Delete entire paragraph beginning with "NOTE."
Page 4-212
Third line. Change to read "MARINE EQUIPMENT REPAIRER/MECHANIC NA-8610-0."
Fourth line. Change to read "MARINE EQUIPMENT REPAIRER NA-8610-8."

NUMBER	DATE	DEPARTMENT OF DEFENSE
1401.1-M-1, Ch 2	January 11, 1984	PUBLICATION SYSTEM TRANSMITTAL

INSTRUCTIONS FOR RECIPIENTS *(Continued)*

PEN CHANGES (continued)

Page 4-213
First line. Change to read "MARINE EQUIPMENT MECHANIC NA-8610-10."

Page 4-221
Bottom of page. Delete entire paragraph beginning with "NOTE."

Page 4-223
Bottom of page. Delete entire paragraph beginning with "NOTE."

Page 4-224
Bottom of page. Delete entire paragraph beginning with "NOTE."

Page 4-225
Bottom of page. Delete entire paragraph beginning with "NOTE."

Page 4-226
Bottom of page. Delete entire paragraph beginning with "NOTE."

Page 4-232
Bottom of page. Delete entire paragraph beginning with "NOTE."

Page 4-258
Under first "Points" column, top of page. Change the 6 and 7 to 5 and 6.
Bottom of page, under "Note." Remove the 1.
Bottom of page, under "Grade Conversion Table," left column. Change Conversion to Points.

Changes other than deletions are underlined.

PAGE CHANGES

Remove: Pages i through iii, 3-1 through 3-5, 4-1 through 4-8, 4-13 through 4-15, 4-44 through 4-47, 4-50&4-51, 4-60&4-61, 4-62 through 4-65, 4-72 through 4-77, 4-86&4-87, 4-88 through 4-91, 4-98 through 4-101, 4-112 through 4-119, 4-140 through 4-143, 4-156 through 4-159, 4-200 through 4-203, 4-214&4-215, and 4-230& 4-231.

Insert: Attached replacement pages (including pages 4-60 and 4-91) and new pages 3-6, 3-7, 4-44A, 4-64A, 4-90A, 4-101A, 4-118A, 4-118B, 4-143A, and 4-159A&4-159B.

Changes appear on pages i, iii, 3-1&3-2, 3-3 through 3-7, 4-1&4-2, 4-4, 4-7&4-8, 4-13&4-14, 4-14A, 4-44A, 4-45, 4-50, 4-65, 4-73, 4-74&4-75, 4-76, 4-87, 4-112 through 4-118B, 4-156&4-157, 4-158&4-159, 4-159A&4-159B, 4-200&4-201, 4-202, 4-215, and 4-231.

Changes on revised pages are indicated by marginal asterisks. Pages that have all new material are dated January 11, 1984.

EFFECTIVE DATE AND IMPLEMENTATION

The above changes are effective immediately. Forward two copies of the revised implementing documents to the Deputy Assistant Secretary of Defense (Civilian Personnel Policy and Requirements), Office of the Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics), within 120 days.

O. J. WILLIFORD, Director
Correspondence and Directives

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F. NONAPPROPRIATED FUND/APPROPRIATED FUND GRADE LINKAGE CHART 4-267

REFERENCES

(a) DoD Instruction 1401.1, "Personnel Policy for Nonappropriated Fund Instrumentalities (NAFIs)," July 24, 1978
(b) Public Law 92-392, August 19, 1972, amends subchapter IV of Chapter 53 of Title 5, United States Code (fixing and adjusting of rates of pay for prevailing-rate employees)
(c) Federal Personnel Manual Supplement 532-2, "Federal Wage System--Nonappropriated Fund Employees"
(d) DoD 1401.1-M, "Personnel Policy Manual for Nonappropriated Fund Instrumentalities," January 13, 1981, authorized by DoD Instruction 1401.1, July 24, 1978 *
(e) Federal Personnel Manual Supplement 532-1, "Federal Wage System"
(f) Federal Personnel Manual Supplement 512-1, "Job-Grading System for Trades and Labor Occupations"
(g) OPM "Handbook of Occupational Groups and Series of Classes"
(h) OPM "Position Classification Standards for General Schedule (GS) Positions"

#First Amendment (Ch 2, 1/11/84)

* additional kinds of work enhance the position by requiring extra qualifications. *
* A second consideration is the relative grade value of the types of work involved. *
* The addition of an entirely different but much less difficult type of work does *
* not enhance materially the grade value of a position. *

* 4. Duties performed only in the absence of another employee due to *
annual or sick leave to meet emergency workloads, or for training purposes may not be considered as regular and recurring duties when grading mixed jobs.

C. KEY-RANKING JOBS. These jobs reflect the kinds of AS, PS, and NA positions commonly found in NAF activities. They serve as peg points for determining grade levels within categories of positions.

1. Nonsupervisory Positions (Crafts and Trades). The key-ranking
* jobs for NAF employees subject to Pub. L. 92-392 (reference (b)) are found in *
subchapter S6, paragraph 3, of FPM Supplement 532-2 (reference (c)) with the key-ranking jobs described in Appendix 1 of the same publication.

2. Administrative Support

Key-Ranking Job Title	Grade
File Clerk	AS-1
Coding Clerk	AS-2
Cashier	AS-3
Clerk-Typist	AS-3
General Clerk	AS-3
Cashier	AS-4
Clerk Stenographer	AS-4
Keypunch Operator	AS-4
Personnel Clerk	AS-4
Accounting Clerk	AS-5
Cashier	AS-5
Photo Lab Technician	AS-5
Clerk Stenographer	AS-5
Procurement Clerk	AS-5
Data Control Clerk	AS-5
Payroll Clerk	AS-5
Secretary	AS-6
Purchasing Agent	AS-7
Secretary	AS-7

3. Patron Services

Key-Ranking Job Title	Grade
Personal Services Clerk	PS-1
Sales Clerk	PS-1
Usher	PS-1
Cashier-Checker	PS-2
Personal Services Clerk	PS-2
Recreation Aid	PS-2
Ticket Seller	PS-2
Child Care Attendant	PS-2

Sales Clerk	PS-3
Desk Clerk	PS-3
Security Guard	PS-3
Customer Services Clerk	PS-4
Sales Clerk	PS-5
Visual Merchandiser	PS-5
Mobile Sales Clerk	PS-5
Customer Services Clerk	PS-6
Visual Merchandiser	PS-7

4. AS and PS job-grading standards and guides covering the key-ranking jobs listed above are contained in Chapter 4 of this Manual.

D. SALES VOLUME INFLATION AND DEFLATION FACTORS

1. DoD NAF policy prescribes the use of an inflation factor when evaluating positions whose grades are based solely or in part on the dollar volume of the activity or activities for which they are responsible. The inflation factor concept provides a method for reducing volume figures (or increasing volume standard sales brackets) in proportion to increases or decreases in the Consumer Price Index (CPI) to offset the effects of inflation or deflation, that is, grade increases or decreases due solely to price changes. Each DoD Component is responsible for making the required inflation or deflation adjustment that places actual sales data and sales volume grading criteria on the same base.

2. Since its inception in 1973, the basis for the inflation or deflation factor has been the annual average of the "all items" CPI. The factor shall be recomputed annually. To compute the latest CPI inflation or deflation factor, divide the current year's annual average CPI by the annual average CPI of the year used as a base year in the relevant job-grading standard. For example, to find the 1981 CPI inflation factor relevant to the Exchange Manager standard (which uses 1973 as the base year), divide the annual average of 272.4 for 1981 by the annual average of 133.1 for 1973. The resulting 1981 inflation factor used to adjust Exchange Manager data is 2.047. The inflation factor may be used to adjust for inflation by:

a. Increasing volume standard sales brackets to compare to current actual sales levels. This is done by multiplying the standard's sales volume figures by the latest inflation factor. For example, to adjust the average monthly sales volume range for the UA-10 level of the Exchange Manager standard to the 1981 level, multiply $100,001 and $200,000 by 2.047 to reach updated sales brackets of $204,702 - $409,400.

b. Reducing actual sales for a position to compare to unadjusted sales volume grading criteria. This is accomplished by dividing actual sales by the current inflation factor. For example, average monthly sales of $300,000 in 1981 would be equivalent to $146,556 in sales when using unadjusted sales volume criteria based on 1973 sales levels. An Exchange Manager having sales of $300,000 in 1981 would meet the UA-10 level after adjusting for inflation.

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* 3. At present, the CPI (all items) reflects abnormal variations in * the costs of commodities and services that lessen the validity of a single index figure. In addition, efforts to minimize the effects of inflation on the service member has resulted in holding the line on prices in some cases and increasing prices at considerably less than the private industry rate in others.

* 4. In some service or commodity areas, it is possible to measure the * increase for the year by the prices charged the customer, or there are available measures of the financial inflation factor more directly applicable to that specific service or commodity in reviewing the grade of the position. When these evaluation factors are available and provide a better standard for measuring inflation, DoD Components may use them in place of the CPI. When used, the criteria and actual adjustment factors shall be documented with the basis and rationale for use and forwarded through designated channels to the office of DoD NAF Personnel Policy.

* E. PROPER USE OF OPM POSITION CLASSIFICATION AND JOB-GRADING STANDARDS *

1. Application of OPM position classification and job-grading
* standards is appropriate in classifying DoD NAF UA and CT positions. Approved *
* DoD NAF job-grading standards for UA positions have equal force and effect in *
* application to NAF UA jobs in the Department of Defense as OPM standards. *
* DoD NAF CT job-grading guides provide supplemental grade-level criteria for *
* CT positions having characteristics particular to NAF operational settings. *
* These guides have been developed in light of OPM job-grading standards and are *
* believed to be consistent with OPM standards. However, DoD NAF CT job-grading *
* guides are not reviewed and approved by OPM. Should a conflict arise between *
* OPM standards and supplemental DoD NAF CT job-grading guides, OPM standards *
* shall govern. *

* 2. When new or revised OPM standards are released, each activity *
* shall review affected positions and take any action indicated by such review. *
* Newly developed OPM job-grading standards shall supersede DoD NAF CT job-grading *
* guides whenever applicable. Revised OPM standards shall be implemented within *
* 6 months after receipt. *

3. New or revised OPM standards for grade levels at GS-5 and below shall be reviewed against existing DoD NAF AS and PS classification standards by the DoD Pay Administration, Standards, and Appeals Division, office of NAF Personnel Policy, and any adjustments or changes to NAF standards shall be issued DoD-wide by that office.

* 4. Position descriptions requiring cross reference to published * Factor Evaluation System (FES) position classification standards for series and grade determination shall contain necessary information to relate to the FES factors used. If the existing position description lacks necessary information, the description shall be amended to provide coverage.

F. JOBS FOR WHICH NO DIRECTLY APPLICABLE STANDARD EXISTS

When no directly applicable job-grading standard exists, a position
* may be graded by the application of related standards. However, when a related *
* standard is used to classify high occupancy positions (25 or more employees), a *
* copy of the position description and rationale for the classification action *

* taken shall be forwarded promptly by the local classification office, through command channels, to the office of DoD NAF Personnel Policy for review. On subsequent occasions when DoD NAF or OPM, or both, standards are used in the same combination by that DoD Component, such a submission is not required. *

G. SUMMARY OF NONAPPROPRIATED FUND JOB-GRADING CONCEPTS AND WAGE-SETTING PROCEDURES

1. Job-Grading

OCCUPATION	NAF CATEGORY	
Professional Managerial Executive Technical	UA	UA grades 5-18 for two-grade interval series. Direct application of OPM position classification standards supplemented by DoD guides.
Clerical	AS	DoD job-grading standards for seven AS grade levels. OPM position classification standards for one-grade interval series applied for jobs evaluated at grade UA-6 or above and placed in the UA category.
Trades Crafts Laboring	CT	Direct application of OPM job-grading standards, supplemented by DoD job-grading guides.
Retail Sales Patron Services	PS	DoD job-grading standards for seven PS grade levels. OPM standards for one-grade interval series applied at grade UA-6 and above, and jobs placed in the UA category.
Tipped and Commission Employees	CT	Direct application of OPM job-grading standards for base level of job supplemented by DoD job-grading guides.

2. Wage-Setting

OCCUPATION	APPROPRIATED FUND	CONUS NONAPPROPRIATED FUNDS
Professional Managerial Executive Technical	General Schedule nationwide rates set by the President with congressional authority to overrule the President in the case of an alternate plan	UA schedule nationwide rates based on General Schedule

Clerical	General Schedule nationwide rates	Local wage survey of private retail, wholesale, recreation, service, finance, and insurance establishments.
Trades Crafts Laboring	Local wage survey of private manufacturing, transportation, public utility, and wholesale trade industries	Local wage survey of private retail, wholesale, recreation, and service establishments.
Retail Sales Patron Services	General Schedule nationwide rates	Local wage survey of private retail, wholesale, recreation, service, finance, and insurance establishments
Tipped and Commission Employees	None	Tip offset or commission predetermined locally in conformance with Fair Labor Standards Act, OPM, and DoD policies. Base rate from local wage schedule used for annual and sick leave purposes. (Tipped and commission employee policy is in a "set aside" status. Commission pay policy is pending review by the Federal Prevailing Rate Advisory Committee. Regulations governing pay for tipped employees have been developed. Official implementation and conversion instructions will be published by OPM.)

H. GRADE LEVELS DESCRIBED IN THE ESTABLISHED DOD NAF JOB-GRADING STANDARDS AND GUIDES

Because of the nature of DoD NAF operations, jobs in UA, AS, PS, and CT occupations tend to cluster at one or only a few grades. Each job-grading standard or guide describes only those levels that reflect the more commonly found jobs in the occupation covered by the standard or guide. The particular grades defined in the standard or guide provide a basis for comparing and assigning the proper grades to jobs according to skill, knowledge, responsibility, and other work requirements. This can be at grades either above or below those described in the standards or guides.

I. AUTHORIZED TITLING OF UA, AS, PS, AND CT POSITIONS

1. Official titles for UA, AS, PS, and CT positions are those established by applicable DoD or OPM classification standards or otherwise approved for use by the office of DoD NAF Personnel Policy. Official titles shall be used by DoD Components on NAF wage survey forms and all other official

communications, documents, and reports relating to personnel matters. This requirement does not preclude DoD Components from using organizational or other "local" titles for purposes of internal operation or public contact. If functional or organizational titles are used on notification of personnel action forms and position descriptions, such titles shall be placed in parentheses below the official title and identified as functional or organizational.

2. When a DoD Component's classifying authority determines that established official titles do not reflect adequately the character of a particular UA, AS, or PS position's duties and responsibilities, or when no official titles have been authorized for an occupation, a title may be constructed for the position. A copy of the position description and rationale for the proposed title shall be submitted, through command channels, to the office of DoD NAF Personnel Policy for approval. When necessary, job titles constructed by DoD Components may be implemented before obtaining DoD NAF approval. Review and approval by the office of DoD NAF Personnel Policy still is required and justification for usage of the constructed title shall be forwarded promptly.

3. Titles approved for use within UA, AS, and PS occupational series, other than those prescribed in published standards, shall be listed in this Manual and be available for general use.

CHAPTER 4

JOB-GRADING STANDARDS AND GUIDES

A. GENERAL CLASSIFICATION STANDARDS AND GUIDES

1. Classifying Jobs of Full Assistants

a. Full assistants are considered to be second in command in the organization or activity with full authority to act on all matters for which the manager or supervisor is responsible. An example of a situation that warrants classification at this level is an organization where the amount of work is so voluminous as to require a second person to share the manager's responsibility and relieve him or her of the day-to-day work operations. This permits the manager to handle priority projects and crisis situations. Another example is when the manager is required to regularly be away from the office and the assistant must have full managerial authority for daily operations. In each case, in order to be classified as an assistant, he or she must have direct day-to-day line authority over personnel and work operations.

b. When classifying a position that is considered to be a full assistant, as outlined above, the manager or supervisor is graded first, without regard to the assistant. The full assistant position is then graded * one grade below the grade of the supervisor or manager. *

c. In situations where the assistant's authority is limited in scope, and he or she performs work at a level less than that described above (that is, when the assistant performs some of the manager's functions and only assumes full responsibility in the normal absences of the supervisor), judgment shall be used in determining the grade level. Under no circumstances shall an automatic one-grade differential be attached to positions titled "Assistant" without regard to the level of authority and responsibility inherent in the position. Positions may be classified at any lower grade level that the particular combination of duties and responsibilities of the individual "Assistant" position warrant.

2. Grade Evaluation Guide for Leaders in AS and PS Positions

* a. This standard shall be used to grade jobs that on a regular and * * recurring basis involve leading the work of three or more (full-time equivalent) * * AS or PS employees. Usually, leaders also perform the same kind of work as that * * of the group he or she leads. It is the kind and degree of responsibility for * the work of others, rather than the number of employees involved, that distinguishes between leader and supervisory jobs. However, when the number of workers is more than six, the job shall be reviewed carefully to determine whether it is a supervisory rather than a leader position.

b. Exclusions

(1) Employees who in performing their own work are assisted by helpers, laborers, or other lower grade level workers.

(2) When the work personally performed by the leader exceeds the grade level that would be assigned, based on the work performed as the leader.

(3) Positions that meet the requirement for supervisory allocation.

c. Titles and Codes. Jobs covered by this standard shall be identified by adding either the prefix "Lead" or the suffix "Leader" to the job title of the occupation that the leader technically leads. For example: Lead Computer Clerk/Computer Clerk Leader, AS-335-6, Lead Recreation Assistant/Recreation Assistant Leader, PS-189-6. When the final grade of the leader position is based on its nonleader work and that work is allocated higher than allowed by this standard, the position shall be classified and evaluated as a nonleader position. However, the prefix "Lead" or the suffix "Leader" may be left in the title as appropriate. Documentation for the record in this instance is advisable.

d. Range of Responsibility. Leaders are accountable to supervisors for:

(1) Passing on to other workers the instructions received from the supervisor and getting the work started.

(2) Working along with other employees and setting the pace.

(3) Demonstrating proper work methods.

(4) Ensuring that needed material is available or is obtained.

(5) Obtaining needed information or decisions from supervisors on problems that occur.

(6) Maintaining a current knowlege of and answering questions on procedures, policies, written instructions, and other directives.

(7) Ensuring that there is enough work to keep everyone in the work crew busy.

(8) Checking work while in progress and, when finished, ensuring that the supervisor's instructions on work sequence, procedures, methods, and deadlines have been met.

(9) Urging or advising other employees to follow instructions received from supervisors and to meet deadlines.

(10) Ensuring that safety and housekeeping rules are followed.

(11) Reporting the status and progress of work and causes of delays.

(12) Answering supervisor's questions on overall work operations and problems.

Under this standard, leader jobs are graded by adding one grade to the grade of the base level of nonsupervisory work led. If the base level of nonsupervisory work led is AS-7 or PS-7, the leader job must be classified in the UA category, in accordance with job-grading standards for this category.

* e. Grading Leader Jobs. Additionally, the step rate selected in * the appropriate new UA grade level shall be determined in accordance with the * provisions contained in subsection A.4. of this chapter and subsection F.2., * Appendix B, DoD 1401.1-M (reference (d)). *

3. Grade Evaluation Guide for Supervisors in AS and PS Positions

a. Coverage. This standard is used to grade jobs that involve supervision of three or more employees in occupations in the AS or PS categories.

b. Range of Responsibility. Supervisors are accountable to management for the quantity and quality of the work done and for ensuring efficient and economical work operations. They are responsible for the following:

(1) Assigning, directing, and reviewing the work of subordinates and evaluating their work performance.

(2) Approving or disapproving sick leave, annual leave, or other absences from work.

(3) Planning, scheduling, and coordinating work operations.

(4) Solving problems related to work being supervised.

(5) Determining material, equipment, and facilities needed.

(6) Explaining and gaining the support of subordinates for management policy and goals (for example, cost reduction).

(7) Working to achieve the objectives of DoD Component-wide programs and policies, such as labor-management relations and equal employment opportunity.

(8) Dealing effectively with employees and union representatives on employee suggestions, complaints, grievances, and other matters.

c. Jobs Not Covered by this Standard

(1) Jobs in which the incumbent is responsible for leading other workers and for ensuring that work assignments are carried out as described in the separate grading standard for working leaders. Such leaders are not accountable, as are supervisors, for planning, scheduling, and directing work operations; evaluating and rating subordinates on their work performance; and other supervisory duties that ensure that the work of subordinate employees meets standards of quantity and quality.

(2) Jobs in which the incumbent performs duties of a managerial or executive nature in the UA category. (Such positions are classified in accordance with the OPM "Position Classification Standards for General Schedule (GS) Positions" (reference (h)) and applicable DoD classification guides).

d. Titles and Codes. Jobs covered by this standard shall be identified by using the series code and adding either the "Supervisory" prefix or "Supervisor" suffix to the job title of the occupation reflecting the base level of nonsupervisory work supervised.

e. Grading Supervisor Jobs. Under this standard, supervisory jobs are graded by adding two grades to the grade of the base level of nonsupervisory subordinate worker. If the base level of nonsupervisory subordinate worker is AS-6 or 7 or PS-6 or 7, the supervisor job must be classified in the UA category, in accordance with job-grading standards for this category. Additionally, the step rate selected in the appropriate new UA grade level shall be determined in accordance with the provisions contained in subsection A.4. of this chapter and subsection F.2., Appendix B, DoD 1401.1-M (reference (d)).

f. Determination of Base Level of Work. This factor considers the level and complexity of the work operations supervised and their effect on the difficulty and responsibility of the supervisor's position.

(1) In determining the base level of work performed, consideration must be given to all work that affects the difficulty of the supervisor's job. This includes all operations for which the supervisor is held accountable by management for the quantity and quality of work done. Therefore, credit may not be given for those work operations when the supervisor is not responsible for the technical nor the administrative aspects of the work.

(2) The base level of work will be the highest level of nonsupervisory work under the direct technical and administrative supervision of the position being evaluated when such work represents a significant portion of the total work of the unit. Work at a particular level represents a significant portion of the total work of a unit when:

(a) Such work constitutes more than half the work of at least two of the full-time positions supervised.

(b) About 25 percent or more of the subordinates are at that level.

(3) When determining the base level, exclude any work for which the grade level of the subordinate position is based on a high degree of independence or when the incumbent of a position performs work as an assistant or leader.

(4) When there has been considerable subdivision of work assignments, or the staff of a unit is in a training status, it may be that none of the nonsupervisory jobs are classified at the full performance level of the work that is present in the unit. In such cases, the base level of work may be determined through constructing a grade level. The constructed grade shall represent the appropriate grade of a position while performing under normal supervision the full range of work as it occurs in the unit.

g. Comparison of Duties and Responsibilities for Nonsupervisory, Leader, and Supervisory Positions. The following table will assist users in determining the differences between leader and supervisory positions. Note that nonsupervisory employees periodically may perform leader or supervisory type duties and responsibilities during emergencies or for other short term periods. However, the intent of this standard is to allow allocation to the leader level for positions that contain leader duties and responsibilities as a continuing requirement.

EMPLOYEE	LEADER	SUPERVISOR
Full performance of work for which qualified.	Relays instructions from supervisor.	Plans and schedules work.
Provides day-to-day advice and guidance to lower grade and less experienced employees.	Gets the work started.	Determines performance standards and evaluates the performance of employees.
Works as senior project or team leader on temporary assignments at higher grade (not to be used as base level for leader or supervisor).	Sets work pace.	Effects hiring, promoting, motivating, disciplining, and separating employees.
Works at level above full performance based on personal expertise (not to be used as base level for leader or supervisor).	Demonstrates work methods and provides work-related guidance.	Counsels and coaches employees.
Assumes leader or supervisory duties on an emergency or intermittent short-term basis.	Ensures that worksite materials and tools are available.	Supports equal employment opportunity (EEO) affirmative action program.
	Checks with supervisor on problems.	Approves leave.
	Checks on work and meets productivity goals.	Meets with employee representatives.
	Ensures employees follow security, safety, and housekeeping rules.	Preponderance of time supervising (80 percent).
	Conducts on-the-job training and instructions.	
	Performs supervisory duties in an emergency or other short-term and nonrecurring basis.	

* 4. Supervisors and Leaders of AS and PS 6 or 7 Level Work *

* The pay setting practice delineated in subsection F.2., Appendix B, *
* DoD 1401.1-M (reference (d)), shall be applied to determine the appropriate step *
* rate selected for an employee who is promoted from an hourly paid position to a *
* leader or supervisory position that qualifies for inclusion in the UA category *
* under the following conditions: *

* a. Leader Positions. When the base level of work led is AS-7 or PS-7. *

* b. Supervisor Positions. When the base level of work supervised is * * AS-6/7 or PS-6/7. *

5. Effect of Reduction in Number of Employees Supervised in the Classification of Supervisory and Managerial Positions

a. Some supervisors and managers are under the impression that the grades of their positions are based exclusively on the number of people supervised and that a reduction in this number that results from their own effectiveness may downgrade automatically their positions. On the contrary, a reduction in the size of the assigned work force does not affect adversely the supervisory position; in fact, provisions exist to reward supervisors and managers for accomplishing their duties and responsibilities in an efficient and productive manner.

b. The Supervisory Grade Evaluation Guide (SGEG), which is used to evaluate supervisory duties and responsibilities across UA occupational lines, describes 10 or more different aspects of supervisory work that must be considered in determining the grade level of a supervisory position. The evaluation factors included in the SGEG consider elements such as the complexity and scope of supervisory duties, the level of responsibility delegated to the supervisor, the nature and difficulty of the work supervised, and the degree of supervision exercised. Additionally, the SGEG includes special adjustment factors that provide for appropriate consideration of certain aspects of supervisory positions not considered in the other evaluation factors. Accordingly, position classifiers must interpret carefully all of these factors in order to evaluate effectively the worth of the total position. Similarly, managers shall adhere to the principles of good position management in order to establish an effective and efficient organizational and position structure.

c. Although the number of employees supervised shall be considered in determining a supervisor's grade, this consideration is made in conjunction with an evaluation of many other factors that measure equally important aspects of the supervisory position. Accordingly, sound classification judgment shall be exercised in reevaluating the position of a supervisor whose effectiveness in directing work operations has resulted in a decrease in the number of employees supervised. The final grade of a supervisory position shall be based on an evaluation of the total position and on the relationship of each factor to the overall worth of the duties and responsibilities assigned to the position. It is important that program managers clearly understand the provisions and concepts that affect the classification of supervisory positions and that are set forth both in the law and in the SGEG, or other specific standards.

B. PATRON SERVICE JOB-GRADING STANDARDS

TITLE	SERIES	PAGE	GRADE LEVEL DESCRIPTIONS
Announcer	PS-1081	4-8	5
Cashier-Checker	PS-2091	4-9	2
Child Care Attendant	PS-0189	4-10	1-2-3
Club Operations Assistant	PS-1101	4-13	4-5-6-7
Customer Services Clerk	PS-2091	4-15	4-6
Department Supervisor	PS-2091	4-18	7
Desk Clerk	PS-1176	4-20	3
Exchange Detective	PS-0083	4-21	5
Identification Checker	PS-0085	4-22	1
Lodge Host	PS-1173	4-23	7
Mobile Sales Clerk	PS-2091	4-24	5
Package Store Clerk	PS-2091	4-25	2
Parking Lot Attendant	PS-0085	4-26	1
Personal Services Clerk	PS-2091	4-27	1-2
Photographer	PS-1060	4-29	6
Recreation Aid/Assistant	PS-0189	4-30	1-2-3-4-5-6-7
Retail Annex Operator	PS-2091	4-39	4-5-6-7
Retail Shift Operator	PS-2091	4-40	5-6-7
Sales Clerk	PS-2091	4-42	1-2-3
Security Guard	PS-0085	4-44	2-3
Snack Bar Operator	PS-2091	4-45	5
Ticket Seller	PS-2091	4-46	2
Usher	PS-0189	4-47	1
Visual Merchandiser	PS-1010	4-48	5-7

Monitors operation of entire club or assigned areas of responsibility, periodically checking to identify and resolve problems that may arise. Enforces club rules.

Responsible for issue, receipt, and control of cash boxes. Occasionally makes unscheduled cash counts. Prepares a report of all significant occurrences during the shift.

When working the night shift, incumbent is responsible for ensuring that the building is secured and a fire check is made at end of the shift.

GRADE DETERMINATION:

Grade level determination is based on application of the "Complexity of Operation" and "Complexity of Activities" factors enumerated below.

Care shall be exercised to ensure that only those operations for which the position is responsible directly be credited for grade determination purposes.

It should be noted that coordination of club functions with functional activity heads (such as Bartender Foreman and Waiter Foreman) requires only administrative supervision. Such supervision does not increase the grade of the Club Operations Assistant or decrease grade levels of the activity heads.

* 1. Complexity of Club or Mess Operation (Large, Medium, and Small) based on the following: *

* a. Amount of average total income from all sources. *
Large= Over $70,000 per month.
Medium= $30,000 to $70,000 per month.
Small= Up to $30,000 per month.

* The above grading criteria sales volume ranges (all items) are based on the CPI base year 1973. Each DoD Component shall update these sales volume ranges based on the inflation and deflation factor determined by the CPI for the most current fiscal year or based on inflation and deflation factor adjustments developed by each DoD Component that reflect more accurately price changes of merchandise and services sold. *

* b. Number of patrons participating in open mess activities (monthly average), that is, those who are served. *
Large= Over 2500 members and guests participate in activities per month (average).
Medium= 500 to 2500 members and guests participate in activities per month (average).
Small= Up to 500 members and guests participate in activities per month (average).

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c. Number of full-time and part-time employees in work force with part-time employees equated to full-time on basis of hours worked.
Large= A work force consisting of 100 or more personnel.
Medium= A work force consisting of 50 to 99 personnel.
Small= A work force consisting of under 50 personnel.

Note: A judgment shall be made as to overall complexity of operations. Usually, the size category will be whichever one appears at least twice. In any case, the reasons used in making the judgment are to be recorded in the evaluation statement.

2. Complexity of Activities

One of the most important factors contributing to the complexity of a Club Operations Assistant position is the type of activities provided by the club. Routine activities do not present the same complexity that activities of a special nature do (that is, in terms of initiative in carrying out such special activities for a club). In addition, the number and frequency of special activities also contribute to the complexity of the club operation. The possible types of activities that may be present are as follows:

a. Continuing Activities

(1) Package store
(2) Recreational facilities - swimming pools and tennis courts
(3) Concessions - barber shops, vending machines, or game machines

b. Special Activities

(1) Formal banquets and private parties (including receptions)
(2) Catering
(3) Professional entertainment
(4) Bingo
(5) Entertainment such as fashion shows and beauty contests
(6) Other activities that require initiative in coordinating

To be considered in the evaluation, a special activity must occur, at a minimum, at least once every 3 months. At least one of the continuing activities must occur in each job. If not present, consideration is to be given to assigning the position to the next lower group, that is, from several to few. For grade determination purposes, the complexity of activities shall be as follows:

(1) Few - up to 3
(2) Several - 4, 5, or 6
(3) Numerous - 7 or more

Complexity of Operation	Complexity of Activities	Grades PS-4	PS-5	PS-6	PS-7
SMALL	Few	X			
	Several	X			
	Numerous		X		
MEDIUM	Few	X			
	Several		X		
	Numerous			X	
LARGE	Few		X		
	Several			X	
	Numerous				X

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* tactfully denying admittance to anyone not authorized within the buildings and warehouses; inspects parcels, as required; directs or escorts visitors in the facility; and controls parking in authorized areas.

The Security Guard serves as master-at-arms in a club; may verify identification of persons entering the club; patrols club, circulating among patrons to maintain order and to prevent damage to furnishings; and warns persons guilty of infractions. Removes disorderly patrons from the club, using force, if necessary. (The Security Guard may call military security police for assistance, if needed.)

SUPERVISORY CONTROLS:

Security Guard manuals, written instructions, and personal supervision are very specific and there is a periodic supervisory review. The supervisor usually is available to advise on unique situations.

* SECURITY GUARDS PS-0085-3:

* DUTIES AND RESPONSIBILITIES:

* These positions characteristically are those of Security Guards who enforce special security measures in buildings and warehouses where theft of cash or merchandise could result in serious and extensive financial loss.

* Typical assignments may include: fixed guard posts, motorized patrol, foot patrol, traffic control, and enforcing security measures. Additional duties may include examining shipments of merchandise or receipts when such shipments are brought into or removed from the security areas, answering numerous questions regarding the property or premises, or referring these inquiries to the appropriate authority, and providing training to PS-2 level Security Guards in methods of fire and accident prevention, security regulations, and procedures.

* Personal contacts typically are more significant and more frequent than at the PS-2 level. Security Guards dealing with large numbers of the public shall employ courtesy and tact. Security Guards enforcing the stricter security measures typical of the grade level shall employ firmness in explaining and enforcing the applicable regulations.

* SUPERVISORY CONTROLS

* Specific guides are provided usually in the form of manuals, regulations, and written or oral instructions applicable to each post of duty. Emergency situations are covered by instructions, when possible. However, in certain emergencies, incumbents are required to decide what action is necessary and to carry out that action immediately. Incumbents of these positions work under limited supervision.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
SNACK BAR OPERATOR PS-2091-5

GENERAL STATEMENT:

This standard includes those positions involved in supervising and coordinating all phases of a small snack bar activity.

EXCLUSIONS:

This standard excludes positions that involve managerial responsibilities including participating in planning and revising internal activity organization; deciding overall activity goals and standards; developing local directives; and budgeting and exercising fiscal control.

DUTIES AND RESPONSIBILITIES:

-Supervises and coordinates the sale of prepackaged food snack items and the preparation and sale of short-order food items.

-Ensures the proper preparation, display, and price-marking of food items and adherence to correct receipt and pricing procedures. Maintains sales records and accountable documents.

-Ensures that adequate stock levels are maintained, requisitions merchandise, and conducts periodic inventories.

-Maintains security of building, cash, fixed assets, and merchandise inventory.

-Ensures compliance with fire, safety, sanitation, and security regulations.

-Trains and supervises assigned subordinate employees in all phases of the snack bar's operations. This position does not involve technical supervision over the short-order cooking operations.

GRADING CRITERIA:

Snack Bar Operator positions are classified on the basis of average monthly sales volume (AMSV).

GRADE	AMSV
PS-2091-5	$7,000 - $9,000[1]

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[1]CPI "ALL ITEMS": BASE YEAR 1977

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DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
TICKET SELLER PS-2091-2

DUTIES AND RESPONSIBILITIES:

-Receives tickets and change fund from theater officer or assistant manager and signs appropriate hand receipts.

-Checks box office sign for proper admission fee, audience classification, and program starting time. Opens and closes box office according to prescribed schedules. Advises ticket taker or usher of opening number of admission tickets for current performance.

-Checks identification of all patrons in civilian clothing and sells tickets only to authorized patrons. Exchanges tickets for passes presented and accounts for passes. Issues a guest authorization card for each guest.

-Cleans and lubricates the ticket register. Removes tickets from the register and secures them after the matinee and the final performance.

-Accounts for admission tickets and cash issued by the theater officer or assistant manager and for ticket sales receipts.

SUPERVISORY CONTROLS:

After initial orientation, the incumbent performs assigned tasks independently. However, supervisory assistance readily is available to resolve unusual problems.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
USHER PS-0189-1

DUTIES AND RESPONSIBILITIES:

-Accepts patrons tickets and conducts patrons to unoccupied seats with the least possible delay and annoyance to the audience.

-Ensures that there is no smoking in the theater.

-Maintains order within the theater.

-Removes door wedges and checks restrooms and lounges before reopening the theater.

-Informs supervisor of major deficiencies.

SUPERVISORY CONTROLS:

The incumbent performs work under continuous supervision. New assignments are explained in detail to the incumbent. After the initial period of orientation, the incumbent performs routine tasks independently.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
ACCOUNTING CLERK/TECHNICIAN AS-0525-0

EXCLUSIONS:

-Positions requiring professional knowledge and application of accounting principles and theory in the design, development, installation, operation, or inspection of accounting systems; the audit or similar examination of accounts and records of transactions; or the examination, analysis, and interpretation of accounting reports. (See OPM PCS for Accounting and Budgeting Group GS-500 and 510 in OPM "PCS," reference (h).)

-Positions involving the performance of clerical work in the receipt, disbursement, examination, deposit, safekeeping, or other clerical processing of cash items. (See Cashier Series AS-530.)

-Positions involving primarily the examination for accuracy, legality, compliance with regulations and justification of vouchers, invoices, claims, and other requests for payment. (See OPM PCS for Voucher Examining Series GS-540, reference (h).)

-Positions involving the maintenance and adjustment of inventory accounts, the records of property and supply transactions, the record control of the establishment of stock levels, and the issuance of supplies and equipment, when such positions primarily require application of a knowledge of supply procedures. (See Supply Clerk Series AS-2005.)

-Positions involving technical support work in limited phases of computer specialist functions or similar tasks in installing or operating data processing systems. (See OPM PCS, reference (h), for Computer-Related Series GS-330-335 or Computer Operator Series AS-332.)

-Positions involving primarily the operation of a bookkeeping machine on other than an incidental basis. (See Bookkeeping Machine Operator Series AS-354.)

-Positions involving primarily the computation and verification of pay, maintenance of records, and preparation of related reports as well as maintenance, review, and disposition of time and leave records. (See Payroll Clerk Series AS-544.)

TITLES:

The title for nonsupervisory positions at the AS-4 level is ACCOUNTING CLERK. For positions at AS-5 and above, the title is ACCOUNTING TECHNICIAN.

The DoD Accounting Clerical standards are presented in a modified factor format, utilizing five pertinent factors. If existing position descriptions provide the necessary information, there shall be no need to rewrite the descriptions in a factor format. When accounting clerical positions need rewriting for classification purposes, the new description shall be prepared in the format of the DoD standard.

ACCOUNTING TECHNICIAN AS-0525-7: (continued)

PERSONAL CONTACTS:

Contacts are with accounting, budgeting, or operating personnel with the organization or agency and with members of the general public, such as supply, accounting, or financial personnel of vendors, contractors, or manufacturers, to resolve differences in the cost when the price exceeds the original estimate and to obtain, clarify, or provide information not readily accessible.

BENCHMARK NO. 2

ACCOUNTING TECHNICIAN AS-0525-7:

The incumbent independently performs the full range of accounting duties using double-entry accrual accounting methods in a large-scale, prescribed accounting system.

The incumbent has access to a technically qualified accountant or higher-grade employee for precedent and unusual decisions, but normally performs full and complete accounting functions for assigned organizations. System changes are the responsibility of the supervisor.

MAJOR DUTIES:

-Classifying and verifying a wide variety of accounting documents (for example, warehouse transaction forms, payrolls, bank transaction documents, purchase requests, and requisitions) in order to ensure the arithmetical correctness and completeness of information and to prepare control sheets with appropriate accounting codes.

-Maintains double-entry bookkeeping journals and subsidiary ledgers, posting entries to established accounts. (On occasion, may be required to initiate action to establish additional ledgers and journals for new accounts.) Prepares monthly balances, reconciles accounts, and transcribes to general ledger for closeout of all accounts. In the case of imbalances, traces discrepancies, if necessary, to posting documents. Closes accounts.

-Computes expenses incurred by individual activities for accounting services provided and assigns charges appropriately.

-Prepares financial statements, reflecting profit and loss and statistics such as incomes and expenditures by miscellaneous categories, liabilities, accounts receivable, bank account status, and fixed assets. Statements require development or securing of supportive documentation. As directed, compiles financial data to forecast anticipated expenditures and incomes for current and special planning on the basis of past business experience reflected in records maintained.

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RESERVED.

DoD NAF ADMINISTRATIVE SUPPORT JOB-GRADING STANDARD AUDIT CLERK AS-0503-04

GENERAL STATEMENT:

Performs clerical function of auditing documents related to sales or procurement operations.

DUTIES AND RESPONSIBILITIES

-Reviews summary and daily cash reports, reporting all excesses and shortages over a stipulated amount to supervisor.

-Maintains an up-to-date list of the location of each cash register and the departments registered on each cash register key.

-Audits service vouchers such as vending machine cash receipts, barber chits, beauty salon check slips, personal services receipts, and credit sales slips.

-Maintains a number control on accounting documents that relate to sales operations.

-Audits and maintains a number control of layaway tickets and secures unused tickets.

-Prepares a depository transfer check when the day's receipts are deposited by cashier.

Or as an invoice audit clerk:

-Examines incoming invoices for correctness by comparing them with purchase order for verification of merchandise quantities ordered and received, unit prices, discount terms, extensions and additions, and shipping charges.

-Maintains number control on reports of goods received, chargebacks, and credit memos as they are processed.

-Issues chargebacks and credit memos for errors in invoices, credit memoranda, and refunds.

-Prepares invoices, chargebacks, and credit memos for submission for payment.

-Maintains such files as "open" purchase orders and invoices and "open" and "completed" reports of goods received.

-Initiates correspondence to effect necessary adjustments and corrections.

general terms or are not described at all so that judgment must be applied in determining the method that is most economical, expedient, or effective in the particular circumstances involved.

The work includes resolving discrepancies between the figures computed personally by machine operation and the figures established for control purposes; locating the cause of errors in calculations that are verified and referring these to the original computer for correction; and performing other duties requiring an understanding of the relationships of the forms and their contents to the computational work to be done, but not requiring a substantive knowledge of the contents of the documents.

(B) Calculating machine duties that are similar to those at the AS-3 level insofar as complexity of the calculations involved and specificity of the procedures applied are concerned, but differ in that the assignments require the use of a substantially wider variety of procedures. In positions at this level, the variety of procedures is equivalent to that involved when (1) the documents or forms concerned are numerous (approximately 30 or more), (2) the kinds of arithmetic operations, the character of the numerical data, and/or the type of computing practices used differ from one document or form to another, and (3) the variations in these elements normally occur within a relatively short time cycle (1 or 2 weeks or shorter periods).

AVAILABLE GUIDELINES AND INSTRUCTIONS:

The work may involve the application of procedures that prescribe in detail all matters concerned in the preparation of summaries involving the use of prescribed classifications different from those in the source material and requires the extraction of data from different locations within the source material; and the use of source material characterized by a high incidence of errors or discrepancies requiring correction through reference to other information in the source material or in other immediately available and prescribed sources.

KNOWLEDGE REQUIRED:

Knowledge required at this level are the characteristics indicating genuineness in currency and negotiability requirements; the acceptability requirements for a limited variety of documents; and the functions, forms, and procedures of a few organizational units engaged in activities related to the cash processing operation.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous procedural guides such as regulations, manuals, and written instructions regarding processing of the cash work are available. Such guidelines explain the mechanics of the transactions of each particular phase of work. Cashiers are provided assistance and more specific guidance for investigations of the substance and propriety of cash items.

PERSONAL CONTACTS:

The personal contacts are with employees in the same organization, individuals outside the immediate organization, and customers (usually in structured situations). These contacts are established generally on a routine basis, usually at the employee's workplace in order to obtain, clarify, or give facts or information regarding cash processing regulatory provisions, procedures, and restrictions.

CASHIER, AS 0530-5:

NATURE OF ASSIGNMENT:

Performs the full range of cash management duties and performs teller functions with more emphasis on substance than procedures. Although AS-5 Cashier is at the full performance level, the incumbent normally is not required to perform simultaneous operations. In addition to duties performed by AS-4 Cashier (but with broader scope and transactions with subgroups and balancing to grand totals), AS-5 Cashier performs the following duties:

- Receives or disburses, or both, but not simultaneously.
- Analyzes and corrects erroneous data on computer runs.
- Is personally accountable for custody of cash and cash items.
- Conducts followup investigations, collects dishonored check payments, maintains dishonored check listing, and reports the status of any dishonored check.

KNOWLEDGE REQUIRED:

Cashiers at this level require a good working knowledge and rapid, accurate application of the full range of basic cash-processing regulations, procedures, and computations.

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous procedural guides such as regulations, manuals, internal instructions, and written instructions regarding processing of the cash work are available. Supervisor is available to discuss new rules and regulations and changes in procedures applicable to incumbent's work, but he or she must be familiar with applicable agency procedures, regulations, and instructions to proceed with minimum supervision, except on novel or unusually complicated cases.

PERSONAL CONTACTS:

AS-5 Cashier deals with customers in an area that requires tact and courtesy as issues may be sensitive. AS-5 Cashier deals with other employees and senior officials (accountants, inspectors, and contractors) involved in cash management.

CASHIER AS-0530-6:

NATURE OF ASSIGNMENT:

AS-6 Cashier positions entail many suspense actions, deadlines, and high-volume customer contacts. The AS-6 Cashier is recognized as a technical expert in procedural cash management matters. An AS-6 Cashier performs with limited supervision and manages his or her own work priorities and suspenses. Overall performance is based on compliance with agency policy and procedures. An AS-6 Cashier performs the following duties:

- Applies official regulations to cash management and accountability.
- Performs routine receipt and disbursement as simultaneous operations.
- Performs reconciliation and balancing and auditing of receipts for a moderate number of categories simultaneously, using double entry bookkeeping techniques.
- Troubleshoots routine actions by verifying audit trails and correcting errors.
- Searches for substantive solutions and recognizes unique and unusual trends or other problems in cash management.
- Trains lower grade cashiers, as assigned.

KNOWLEDGE REQUIRED:

Although similar to AS-5, AS-6 Cashier requires a broader knowledge of banking practices and currency negotiability. AS-6 Cashier shall be knowledgeable in handling usual cash items (for example, he or she must know the regulations and procedures governing clearance and deposit of coupons and foreign currency).

AVAILABLE GUIDELINES AND INSTRUCTIONS:

Numerous regulations, instructions, policies, and procedures pertaining to all types of receiving and disbursing transactions.

PERSONAL CONTACTS:

AS-6 Cashier has much customer contact as well as with organizational officials. Resolves unusual transactions and deals with organizational officials to discuss deposit procedures and currency negotiability.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
CLERK-STENOGRAPHER AS-0312-0

GRADE-LEVEL STANDARD:

Positions under this standard are classified according to the nature of the stenographic work; the nature of terminology encountered; the level of responsibility involved in the work situation; and the complexity of the recording situation.

CLASSIFICATION FACTORS:

The most important factor to be considered in classifying positions in this standard is the nature and variety of work, which includes the nature of the work situation. The qualifications and originality required, the nature of the commitment responsibility, and, to the extent appropriate, the nature of supervisory control over the position are included in the nature and variety of work factors discussed later in this standard. Other classification factors, which do not provide a basis for distinguishing the grade levels of positions within this series, but which have been considered in determining the appropriate grade range for stenographic work within the total range of grades possible, are described below.

Guidelines include instructions or manuals and other standard references that are used to ensure the correctness of format, spelling, punctuation, grammar, and word usage. In positions at the higher levels, guidelines may also include textbooks, technical dictionaries, material available only in the unit concerned, and similar reference materials.

Person-to-person work relationships in stenographer positions are those made with one person for the purpose of recording dictated material.

Supervisory control over the position is exercised by the dictator or an employee in a position of a higher grade, or both, and it includes the assignment of work, instructions in new or revised procedures and policies, and advice, as required, with respect to their applicability. The application of the knowledges and skills involved in recording and transcribing spoken material normally is not reviewed. Those elements of supervisory control over the position that may differ from one position to another and thus affect the classification value of positions are described at the appropriate grade levels in this standard.

CHARACTERISTICS OF SHORTHAND WORK:

The difficulty of recording spoken material in shorthand symbols depends upon differences in the degree of skill or speed required, the extent of the vocabulary knowledge and subject matter familiarity necessary to recognize the terms used and to follow the speaker, and the complexity of the recording situation. Differences in these elements are reflected in variations in the nature or degree of specialization in the material recorded; the extent of the vocabulary and subject matter knowledge necessary to recognize the terms used and to follow the speaker; and the degree of control over the required recording

CLERK-TYPIST AS-0322-4: (continued)

-Collecting material for typing from a number of sources in accordance with instructions indicating only its general nature or rearranging material into different form in accordance with instructions that indicate only the objectives to be achieved by the change in presentation when the judgment and understanding of the subject matter required are equivalent to, and do not exceed, those described at the AS-4 level in the standards for other clerical positions.

CLERK-TYPIST AS-0322-5:

Positions at this level include performance of either typing of the difficulty and responsibility described in the following paragraph, or clerical work classifiable at this grade level and also typing of the difficulty described in the following paragraph or at any lower grade. Clerk-Typist AS-5 positions also may include other clerical work classifiable at lower grade levels.

-Typing statistical or tabular material when all of the following conditions are present: spacing arrangements are complicated, such as those involved when material requires numerous columns with internal subdivisions or other arrangements requiring varied marginal indentations and subordinate groupings; the material is typed directly in final form without a prior typed rough draft; the material shall be typed in final form without error or correction of any kind; and selecting material to be typed from a number of reports or other immediately available sources and arranging such material in accordance with instructions indicating the general nature of the material and purpose of the presentation. The typing of statistical or tabular material under the conditions described above normally would occur only in those few offices where a variety of materials of this nature must be prepared and the work is such that in order to meet administrative deadlines the typing must be done expeditiously and accurately without the typing of a prior rough draft.

DOD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
CODING CLERK AS-357-0

GENERAL STATEMENT:

Performs clerical work associated with coding information from various sources. Maintains records of codes.

This standard includes positions engaged in verifying or perfoming work involved in coding information from schedules, questionnaires, reports, documents, and other written source material according to codes involving numerical and alphabetical symbols and performing other incidental clerical tasks. This standard's coverage includes those positions that require some knowledge of the information being coded in addition to procedural knowledge and those positions that require only procedural coding knowledge.

TITLES:

The authorized title for nonsupervisory positions classified to this series is Coding Clerk.

GRADE-LEVEL EVALUATION:

Positions classified in this series shall be evaluated by reference to the DoD job-grading standard for General Clerical Series, AS-303-0.

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RESERVED.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
COMPUTER CLERK AS-0335-0

COMPUTER CLERK AS-0335-4:

TYPICAL ASSIGNMENTS:

-Reviewing incoming batches of documents; logging incoming batches of coded documents, processed punchcards, tape reels, and worksheets; screening materials for inclusion and legibility of essential data; returning documents with illegible or omitted data to source elements for clarification; and following up for corrected documents, delayed worksheets, and punchcards required to meet work schedules.

-Organizing batches of worksheets and documents and forwarding to keypunch operations; holding returned batches of verified punched cards or tapes and supporting documents in temporary storage until scheduled cutoff dates; and submitting completed batches of cards or tapes to machine operations as scheduled.

-Posting to daily work log; assigning control number for each machine operational run; and maintaining status of work in progress and projects completed.

-Examining machine output reports for overall legibility and completeness of printed data and verifying accuracy of total against predetermined figures in control log.

-Recording and checking daily machine utilization reports for required entries.

-Assisting with maintenance of Electronic Data Processing (EDP) library, ensuring correct labeling, including logging in and out and updating of material.

COMPUTER CLERK AS-0335-5:

In addition to the performance of the majority of those duties listed at the next lower grade level, typical assignments include:

-Examining all proof lists and completed output reports for overall legibility and completeness of printed data and verifying the accuracy of totals against predetermined figures in balance control logs.

-Consulting with supervisor or higher grade clerk for those out-of-balance conditions that cannot be resolved readily; returning unresolved error documents to source elements for correction; maintaining followup for returned documents; and forwarding balanced checks, listings, reports, and cards for distribution to appropriate elements.

-Assisting in preparing daily computer operation schedules with established formal schedules for computer production.

Pages 4-98 through 4-101
RESERVED.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
FREIGHT RATE ASSISTANT AS-2131-0

FREIGHT RATE ASSISTANT AS-2131-5:

At this level, the employee performs up to three of the duties listed below:

-Reviews stock catalogs to ensure that classification lists for freight that moves regularly in commercial channels are appropriate; reviews amendments to lists of stock items to select and include additional items described in classification publications issued by the carrier; removes from the stock catalogs those items that are no longer shipped and otherwise keeps this information current; secures required or additional information necessary for the identification and classification of freight through reference to material such as contracts, specifications, and similar sources within the office.

-Prepares bills of lading and determines the freight classification descriptions for a variety of commodities within a commodity group by comparing with similar, easily accessible information.

-Maintains file with transportation data on all items for which the activity has designated supply responsibility, including the stock number, nomenclature, freight code item number, less than carload (LCL) and truckload rating, and description as described in applicable tariff.

-Maintains tariff files, special quotations, publications, billing guides, or similar freight classification, rating, and routing guides; codes, classifies, cross-references, files and locates, and refiles this material.

* -Compiles data concerning carload, truckload, LCL, and less than truckload * classification ratings and size and use of carrier's equipment ordered.

-Assembles and organizes material or billing and shipping guides to be issued.

-Performs elementary rating, routing, and classification duties.

FREIGHT RATE ASSISTANT AS-2131-6:

At this level, the employee performs four or more duties listed at the AS-5 level.

DOD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
GENERAL CLERICAL SERIES AS-303-0

GENERAL STATEMENT:

The purpose of this standard is to consolidate grade level guidance into one set of factors for all clerical work that is not appropriately classifiable in any other series.

This standard includes work that involves one or more of the clerical processes associated with office or administrative services functions. These clerical duties may include providing clerical assistance in one or more of the following areas: procurement of office supplies and equipment; correspondence management; records and reports management; property control; space management; and support to retail, food, or club services, or recreational activities.

CHARACTERISTICS OF CLERICAL WORK:

The standard takes into account the two levels or categories of clercial support work; that is, procedural work and substantive work. Officials are advised that NAF employees shall be assigned grade levels at AS-303-1 through AS-303-4 for procedural work and the grade levels AS-303-4 through AS-303-7 for substantive clerical work. Level AS-303-4 is the pivotal grade level and contains two basic types of work: the highest level of procedural and the lowest level of substantive work.

Procedural clercial work is work in which the clerk is not concerned directly with the subject matter of the transaction; that is, the clerk is not responsible for determining the what or why of the transaction but rather ensures that the procedures for processing the transaction are followed. In doing this, the clerk applies a series of prescribed procedures or steps, the application of which constitute the work. For example, the filing, coding, or routing of documents (in terms of name, organization, or stated subject matter) and determining the disposition of the documents by reference to a specific set of regulations or guidelines (a filing manual or a routing guide) which explain how each document is to be handled.

Substantive clerical work is work in which the clerk is concerned with the subject (or the what and why) of the transaction worked. Clerks performing such work make certain decisions regarding the adequacy of the content of the transaction rather than limiting their primary concern to whether the proper procedures have been followed. For example, the processing of a voucher may require that the clerk determine the nature of the financial transaction by reference to contracts and general policies; determine if the voucher is prepared properly in terms of legal requirements; and whether or not payment of the voucher should be made. The clerk is therefore concerned mainly with the substance of the document and may have only a secondary concern for the procedures by which the document is processed.

GUIDELINES FOR POSITIONS REQUIRING TYPING OR STENOGRAPHY:

Many clerical positions require typing or stenographic abilities as a qualification requirement to perform assigned duties adequately. The typing and stenographic functions shall be evaluated by reference to the levels of difficulty outlined in the Clerk-Typist, AS-322, and Clerk-Stenographer, AS-312, DoD job-grading standards. If the typing or stenographic work is equal to, or higher than, the clerical duties in grade level evaluation, the position shall be classified AS-322 or AS-312, as appropriate. If the clerical duties are higher in grade level, a parenthetical designator of (Typing) or (Stenography) shall be used.

TITLES:

For purposes of this standard, Clerk, AS-303-0, shall be used extensively. However, NAF positions should retain titles that are recognized in the local area. Current titling practice shall continue along historical precedent. Use of words that represent a function or additional skill required of the position in parentheses after Clerk is authorized.

ORGANIZATION OF THE STANDARD:

The grade level criteria in this standard is expressed in terms of five elements, each of which represents a major characteristic of clerical positions. The elements or development or each factor shall be enough to determine grade levels equitably. Officials are encouraged to review positions from normal work cycles (for example, monthly, quarterly, or annual duties), rather than specific or unique work requirements.

To arrive at the proper grade level for a position, it is necessary to analyze the duties and responsibilities of the position in terms of the elements defined in this standard. Each element is given a degree in accordance with the definitions in this guide. After each element has been assigned a degree value, these values are converted to a grade by the use of the conversion table at the end of this standard.

GRADE DISTINGUISHING ELEMENTS

ELEMENT A - JOB ORIENTATION REQUIREMENTS:

Degree 1:

The training or on-the-job development required is almost negligible and is limited usually to an explanation of the clerical steps (and their sequence) that constitute the position. The instruction may take from less than an hour to several days.

Degree 2:

The training or on-the-job development generally is limited to detailed instruction on the work to be performed, the guides to be followed, and the sequence of the work. This training generally takes several days to a few

ELEMENT A - JOB ORIENTATION REQUIREMENTS (continued)

weeks, after which an employee normally is capable of full performance of the work under the degree and kind of supervisory control that is usual for the work.

Degree 3:

The training or on-the-job development involves detailed instruction on the work to be performed, the guides to be followed, and the sequence of the various steps and tasks. The amount and complexity of the material to be learned is extensive in that an employee without prior specialized training or experience normally is in a learner or limited performance status for a period ranging from several weeks to a few months, after which the employee normally is capable of performing fully the work under the usual degree and kind of supervisory control.

Degree 4:

The work to be performed is varied and complex, requires knowledge of extensive and complex guides, instructions, and subject matter and total on-the-job training, experience, and developmental period (ranging in time from several months to 1 year) before the employee can encounter the full cycle of operation at least once, or deal with enough variety of cases to enable him or her to achieve an acceptable performance under the usual degree of supervisory control.

Degree 5:

The work to be performed is of sufficient complexity, variety, and difficulty and requires an extensive knowledge of such large and complex guides, instructions, and subject-matter, that a period of on-the-job experience, training, or development ranging from many months to approximately 1 year is required in addition to the training described above for Degree 4.

ELEMENT B - AVAILABLE GUIDELINES AND INSTRUCTIONS:

Degree 1:

Only few guides or instructions are applicable to the work. (Example: how and when to file precoded documents in a chronological file.) The guides and precedents used are detailed completely and specific to the work, are always available, and their applicability is clear and obvious.

Degree 2:

Numerous procedural guides in the form of manuals and written and oral instructions are applicable. (Example: how to code and file documents in an extensive alphabetical file having specialized instructions for coding and filing names.) The guides and precedents used are detailed and specific to all aspects of the work, are always available, and present no unusual problems in determining their applicability.
*

ELEMENT B - AVAILABLE GUIDELINES/INSTRUCTIONS (continued)

Degree 3:

(a) A large number of procedural guides in the form of manuals and written and oral instructions are applicable. (Example: The guides, instructions, and diagrams are furnished to an Electric Accounting Machine (EAM) Operator, who is responsible for carrying out a variety of preplanned assignments on a variety of EAM equipment.) The guides and precedents used are specific and applicable directly to the work, are always available, but because of their volume and nature, present some problems in selecting the applicable guide or precedent; or

(b) A few or limited number of substantive guides, instructions, regulations, manuals, and precedents are applied. (Example: the guides, instructions, regulations, and decisions that apply to the examination of vouchers for uncomplicated purchase transactions under either an informal or a simple bid and acceptance procedure.) The guides and precedents cover substantive matters and tend to be in the form of rules, principles, and precedents applicable to problems that clearly are within the coverage of the guides. This usually requires some adaptation and interpretation of the guides. Considerable search may be necessary to locate the guides applicable to a specific substantive problem. The degree of this element is characterized by problems in deciding among several applicable precedents or guides. (Procedural problems also may arise and procedural guides may be used.)

Degree 4:

Numerous guides, instructions, regulations, manuals, and precedents are applied. (Example: The regulations, statutes, administrative orders, and Comptroller General decisions applicable to the examination of vouchers for reimbursement for travel expenses on a per diem or actual expense basis.) The guides and precedents cover substantive matters and tend to be in the form of rules, principles, and precedents applicable to problems that clearly are within the coverage of the guide, but that require some adaptation and interpretation of the guides. Extensive search may be necessary to locate the guides applicable to a specific substantive problem. The degree of this element is characterized by significant problems in deciding among several applicable precedents or guides. (Procedural problems also may arise that are not covered by a specific guide.)

Degree 5:

Extensive guides in the form of instructions, regulations, manuals, and precedents are applied. (Example: the regulations, laws, administrative orders, and Comptroller General decisions applicable in performing a variety of jobs, when each job involves the volume of guides described in Degree 4 of this element.) The guides and precedents for substantive matters are in the form of policies, regulations, and principles that are not specific and detailed, therefore requiring considerable interpretation and adaptation. A significant proportion of substantive problems may involve enough difference from established guides that part of the work characteristic of this degree may involve the preparation of a recommendation for action. Extensive searches may be necessary to locate existing guides or to verify that no guide or precedent is available. Use of a large assortment of reference books on a regular basis, along with instructions and guides, is characteristic of this grade level.

ELEMENT E - JUDGMENT REQUIREMENTS (continued)

Degree 3:

(a) The use of discretion and judgment are limited to choosing the appropriate instruction for application in each individual case or assignment from among a large number of guides and instructions and in recognizing problems requiring referral to others because the available instructions, regulations, manuals, and procedures are not applicable; or

(b) The use of discretion and judgment required in selecting and applying a limited number of substantive guides, general principles, or general rules. Situations characteristic of this degree also may involve the selections as described in paragraph (a), above.

Degree 4:

Discretion and selectivity are used in choosing and selecting not only from a very large number of procedural guides, but also from numerous substantive guides; in making clerical decisions of a substantive nature that requires selecting the best from a group of prescribed alternatives; and in recognizing for referral to others, problems not covered by the available guides.

Degree 5:

Discretion and selectivity are exercised in determining alternatives from among a very large number of substantive guides; in recognizing possible alternative actions when these are not prescribed or readily apparent; in selecting or devising the procedural steps necessary in solving substantive clerical processes; and in recognizing and referring to others those problems that require other than clerical decisions or actions.

TENTATIVE GRADE CONVERSION TABLE:

1. In evaluating positions not all elements need be evaluated at precisely the degree levels described above. A position may be borderline in more than one element. In that case, if the higher degree is assigned for one element, the lower degree is assigned to the next, and so on.

2. The following table is to be used for arriving at a tentative grade level:

AS-1 No more than one element rated above degree 1.

AS-2 Three or more elements rated at degree 1. Other elements may be rated at degree 2, with one no higher than degree 3.

AS-3 Three or more elements rated at degree 2. Other elements rated at degree 3, with one factor no higher than degree 4.

AS-4 Three or more elements rated at degree 3. Other elements rated at degree 4, with one factor no higher than degree 5.

TENTATIVE GRADE CONVERSION TABLE (continued)

AS-5 Three or more elements at degree 4, with not more than one as low as degree 2.

AS-6 Three or more elements at degree 5, with not more than one as low as degree 3.

AS-7 No more than one element rated at degree 4, all others degree 5.

All of the levels in the Tentative Grade Conversion Table are based on a uniform level of supervisory control being exercised over the work. When supervisory control over a position evaluated in the table at AS-4 or higher is substantiall less close and less complete than normal, the position may be classifiable one grade higher than the table provides.

Note: Supervisory controls are a significant grade-determining element and therefore should be analyzed with care. This standard is subject to a plus one grade or minus one grade should extra-ordinary supervisory controls exist at a determined level. For example, a position audited and found to have very critical supervision would be one grade lower than originally established. Conversely, a position receiving no technical guidance would warrant an additional grade. Audit analysis and evaluation of the supervisory controls shall be made a matter of record should this plus or minus determination be applied.

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
INSURANCE AND CLAIMS CLERK AS-0998-0

INSURANCE AND CLAIMS CLERK AS-0998-4:

NATURE AND VARIETY OF WORK:

An Insurance and Claims Clerk at this grade level performs a variety of functions, including processing insurance and claim actions and employee insurance files. The assignments are concerned primarily with the procedural aspects of insurance and claims-processing transactions. This involves obtaining and checking for the presence of necessary documents in proper sequence. Assignments also involve contacting appropriate sources within the organization to secure missing data or documents.

To a limited extent, some substantive processing is involved in assignments at this level. This involves checking a few items of information for conformance to applicable policies and regulations (for example, determining that those who have signed to authorize the action do in fact have this authority; determining that the regulation cited as authority for the action is the proper one).

Typical duties are as follows:

-Receiving and posting insurance data and information pertaining to individual insurance accounts.

-Preparing and typing applications, waivers, renewals, amendments, and related documents required by the insurance policies.

-Issuing insurance certificates and checks, identification cards, and pamphlets pertaining to various benefits and coverages.

-Reviewing employee fidelity bond applications and personnel actions to ensure correctness, obtaining omitted information, and forwarding completed forms and documents to insurance companies, officials, and employees.

-Maintaining files of correspondence and insurance records and posting changes as required.

-Preparing correspondence to management officials, individuals, and insurance companies to resolve problems and omissions (for example, questions of eligibility, enrollment, and changes in coverage and terminations).

-Researching files for data used in replies to inquiries and past actions.

OFFICE MACHINE OPERATOR AS-0350-5: (continued)

MTST (see grade AS-4), but also has the capacity to perform coding operations that relay instructions to the MTSC. The MTSC receives instructions and prints out information according to desired format, layout, measure, and indentation. The operator is required to make tabulations with numerous internal or subordinate breakdowns and must use considerable judgment in determining from general instructions the particular set of manipulations and operations that will achieve the desired results. Involved in the work is the interpretation of specifications, which requires many decisions involving measure, merging mode, line count, line and paragraph indentations, leader spaces, transfers, and corrections.

OFFICE MACHINE OPERATOR AS-0350-6:

This grade level includes positions whose duties and responsibilities are substantially the same as those at the AS-5 level. The primary difference is that the AS-6 incumbent is responsible for training lower-grade employees in the operations of appropriate office machines; acts as a working leader in ensuring that the lower-grade operators understand applicable techniques and practices; interprets specifications that indicate the style, form, and arrangement desired in the copy; and performs appropriate machine manipulations that will produce the required results; or responsible for preparing a wide variety of material that emanates from many different offices within the organization served. In this capacity, the employee acts as a central receiving and reproduction point for correspondence, regulations, manuals, and bulletins.

PROCUREMENT CLERK AS-1106-5: (continued)

NATURE OF AVAILABLE GUIDELINES FOR PERFORMANCE OF THE WORK:

Guidelines used by the Procurement Clerk at the AS-5 level include oral and written instructions stating operating procedures that are technical in nature and require more adaptation and interpretation than at the AS-4 level. The guidelines involved provide more alternatives and choice of forms, phrases, terms, and conditions that may be built into contracts and other procurement papers because the AS-5 Procurement Clerk is involved in a wider variety of types of purchase transactions for more varied goods and services than the AS-4 Procurement Clerk.

PURPOSE AND NATURE OF PERSON-TO-PERSON RELATIONSHIPS:

Most of the personal contacts at the AS-5 level, outside of the employee's immediate unit, are with employees in other parts of the organization to verify information or correct errors in quantity and price in procurement documents.

NATURE AND SCOPE OF RECOMMENDATIONS, DECISIONS, COMMITMENTS, AND CONCLUSIONS:

Positions of Procurement Clerk, AS-5, do not include the making of commitments. A degree of judgment is required in selecting appropriate standard and stock paragraphs to complete various procurement documents; in abstracting or extracting information for control and processing purposes; and in recognizing obvious discrepancies or omissions that require referral to higher authority for corrective action.

PROCUREMENT CLERK AS-1106-6

NATURE AND VARIETY OF WORK:

The nature of the tasks performed by Procurement Clerk, AS-6, is predominantly clerical, based upon a thorough knowledge of the rules, regulations, and practices relating to procurement activities and is concerned with tasks such as the procurement of items or concessionaire service from authorized sources, processing, verifying, controlling, or a combination of such tasks. Positions at this level differ from those at AS-5 level in the degree of experienced judgment required and the execution of assignments complicated by factors that are not resolved completely by direct application of guide and reference source materials.

Assignments at the AS-6 level involve more complex contracts for more difficult purchases than those at the AS-5 level. The AS-6 Procurement Clerk combines subject-matter data from engineers, packaging experts, financial managers, and others into finished procurement documents, purchase orders, contracts for such goods as standard commodities that come with a wide variety of optional features, or technical equipment that must be described in precise specifications. These documents typically involve items with extensive and unique descriptions (for example, specially designed electronic equipment, specially equipped automobiles or trucks, and machinery for unusual uses). Documents also include a wide variety of clauses such as extensive pricing data, procurement involving incentives, renegotation terms, or varying delivery schedules.

PROCUREMENT CLERK AS-1106-6: (continued)

Procurement Clerk, AS-6, is responsible for processing, including the drafting of standardized contract documents considered difficult because of the existence of such factors as variety of special and unusual clauses or services. Prepares procurement documents containing multiple combinations of terms and conditions that are not covered by specific instructions, that is, invitation for bids, requests for proposals, contracts, and contract amendments and modifications for technical changes. The Procurement Clerk at this level shall understand the conditions of proposed procurement transactions and decide what terms, phrases, and paragraphs apply, considering the circumstances or conditions of the purchases involved. Responsible for the drafting of statements of determinations and findings for complex contracts, following rough drafts, worksheets, and notes furnished by technical personnel responsible for the transaction which requires a review and analysis of all the submitted material to select and utilize appropriate data.

Procurement Clerks at this level are responsible for verifying. This consists of the final, detailed, clerical review of a variety of types of contracts and related documents, including modifications and amendments before approval by the signatory authority. Such review is to ensure the accuracy and completeness of the contracts, to avoid duplication, to correct procedural errors, and to bring to the attention of the supervisor unusual matters that raise questions concerning the propriety of the transaction.

Procurement Clerks at this level are responsible for controlling. This involves the maintenance of progress, status, and statistical records for complex transactions from the point of initiation through final action, for "followup" on concessionaires and contractors, to ensure submission of required periodic or special reports.

Procurement Clerks at this level are responsible for reviewing and considering requests from concessionaires or requisitioning officials for the modification or adjustment of previously completed contracts; drafting of formal changes, modifications, or adjustments; informing the vendor, concessionaire, requisitioning officials, and others of the action taken on the requests for changes; and advising concessionaires and vendors of the scope and limits of the provisions and stipulations of the contracts, when such advice can be given by reference to clearly defined instructions, regulations, or precedents.

NATURE OF SUPERVISORY CONTROL EXERCISED OVER THE WORK:

Procurement Clerks, AS-6, are under the general supervision of supervisory procurement clerks, contract specialists or other technically qualified personnel of higher levels who make assignments and determine priority of particular tasks. They are comparatively free from close supervision, direction, or aid on the technical and procedural aspects of the day-to-day work and are held responsible for the accuracy and timely accomplishment of their work. The employee is expected to locate on his or her own precedent purchase cases to use as guidelines. The work is reviewed generally on completion or when situations occur that represent major deviations from established rules, regulations, or precedents requiring authoritative decisions from higher level employees.

PROCUREMENT CLERK AS-1106-6: (continued)

NATURE OF AVAILABLE GUIDELINES FOR PERFORMANCE OF WORK:

The guidelines available to Procurement Clerks, AS-6, are the same as those available to Procurement Clerks, AS-5. However, employees occupying positions at this level are expected to possess a more intensive knowledge of the contents of the available guide and source material so as to execute their assignments with a minimum of reference to the guides. Procurement Clerks, AS-6, make extensive searches of the guide and source material in determining whether or not a special or unusual procurement situation is covered by established rules, regulations, or precedents, or whether the transaction should be referred to supervisory or technical personnel for decision.

PURPOSE AND NATURE OF PERSON-TO-PERSON WORK RELATIONSHIPS:

The nature and purpose of personal work relationships are similar at this level to those of Procurement Clerks, AS-5, although the area of contact with personnel of higher levels, or vendors, or concessionaires is broader as a result of the greater responsibilities in these positions.

NATURE AND SCOPE OF RECOMMENDATIONS, DECISIONS, COMMITMENTS, AND CONCLUSIONS:

The scope of decisions and recommendations in positions of this type can best be illustrated by such typical examples as the determination that procurement documents are complete, in proper form, and are accompanied by the necessary forms and justifications, or the recommendation that other methods of procurement be used in place of mandatory sources.

Judgment, based upon the incumbent's experience and an intensive knowledge of the guide and source material, is required in recognizing transactions that present major deviations from established policies and rules and, therefore, require reference to technical personnel in higher grades.

D. CRAFTS AND TRADES (NA) JOB-GRADING GUIDES

TITLE	SERIES	PAGE	GRADE LEVEL DESCRIPTIONS
Aircraft Equipment Repair Inspector	NA-8852	4-201	11
Bowling Facility Maintenance Worker	NA-3502	4-204	3
Bicycle Repairer	NA-4844	4-205	5
Cobbler	NA-3103	4-206	7
Deckhand/Sailor	NA-3507	4-207	2
Electromotive Equipment Mechanic (Golf Cart)	NA-5876	4-208	6
Electronics Mechanic (Television and Sound Equipment)	NA-2604	4-209	9
Engraver (Hand)	NA-3816	4-210	4
Laborer (Bagger)	NA-3502	4-211	1
Marine Equipment Repairer/Mechanic	NA-8610	4-212	8-10
Merchandise Marker	NA-6914	4-214	1
Mobile Equipment Servicer (Service Station Attendant)	NA-5806	4-215	2
Offset Plate Maker	NA-4416	4-216	5-6
Offset Press Operator	NA-4417	4-218	6-7-8
Pool Table Repairer	NA-3106	4-221	5
Shoe Cleaner and Polisher	NA-7601	4-222	1
Skate Repairer	NA-4801	4-223	6
Slot Machine Mechanic	NA-4801	4-224	9
Small Appliance Repairer	NA-4855	4-225	7
Vending Machine Attendant	NA-4801	4-226	4
Vending Machine Repairer/Mechanic	NA-4820	4-227	5-8-10
Waiter	NA-7420	4-230	1-2
Watch Repairer	NA-3309	4-232	9

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
AIRCRAFT EQUIPMENT REPAIR INSPECTOR NA-8852-0

EXCLUSION:

Any position in which the work primarily involves the maintenance and repair of aircraft, with only associated and incidental examination of aircraft to certify airworthiness. Positions such as these shall be classified through application of OPM Job-Grading Standards for Aircraft Mechanic, NA-8852-0 (see * OPM job-grading standards contained in FPM Supplement 512-1, reference (f)). *

OCCUPATIONAL INFORMATION:

Maintenance, repair, and inspection work within NAF activities spans a variety of types of aircraft, ranging in complexity from single- and dual-engine aircraft to helicopters. The inspection work performed requires similar skills and knowledges for all types of aircraft, although some are considered to be mechanically more complex than others. The knowledges required include specific inspection procedures outlined by the Federal Aviation Administration (FAA) relating to airframes, surfaces (sheet metal and fabric), engines, hydraulic systems, control mechanisms, and operating equipment. Inspectors use a variety of techniques to check tightness of connections, fit of parts and to perform operational tests. They use handtools as well as more specialized measuring devices (such as torque wrenches, gauges, micrometers, and calipers) to ensure that there are no defects and that specified tolerances are met. After completion of inspection, the employee signs certification to approve aircraft or records reasons for rejection.

CLASSIFICATION CRITERIA:

Inspections are performed at varying intervals, including 25 hours, 50 hours, and 100 hours. To perform these inspections, the incumbent must possess, at a minimum, an Airframe and Power Plant Mechanics license. In addition, to perform mandatory annual inspections, the incumbent must also possess an inspection authorization issued by the FAA.

Although this guide defines only one grade, if a position substantially exceeds the criteria outlined (that is, authority to perform annual inspection on a variety of aircraft (10-15 different models) and with a large number (30-35)), consideration may be given to the crediting of an additional grade level. However, any action taken on this basis shall be documented and attached to the job description.

In almost all cases and at aero clubs, Aircraft Inspectors also perform limited maintenance and repair on activity aircraft (major repairs are contracted out) the same as Journeymen Aircraft Mechanics. The performance of this work usually will not enhance or detract from the grade level assigned inspector positions. However, when evaluating these positions, careful consideration shall be given to ensure that a significant portion of time is spent in the performance of inspection work.

AIRCRAFT EQUIPMENT REPAIR INSPECTOR NA-8852-0: (continued)

Any position that involves occasional inspection duties may be classified more properly by use of the OPM Job-Grading Standards for Aircraft Mechanics * (see OPM job-grading standards contained in FPM Supplement 512-1, reference (f)). *

AIRCRAFT EQUIPMENT REPAIR INSPECTOR NA-8852-11:

COMPLEXITY OF INSPECTION WORK:

The work performed on single-engine, dual-engine, and rotary-wing aircraft consists of inspecting a number of interrelated, interconnecting systems, surfaces, and components with precise tolerances and rigid specifications. For example, when inspecting the aircraft engine section, inspectors shall check for visual evidence of oil, fuel, or hydraulic leaks; studs and nuts for improper torquing; cylinder compression; landing gear for fluid level, wear, distortion, and leakage; propeller for cracks and oil leakage; bolts for improper torquing; and control mechanisms for improper operation.

COMPLEXITY OF GUIDANCE MATERIALS:

Guidance material is complicated, requiring some interpretation in individual situations. All inspectors shall keep abreast of a large number of FAA regulations, aircraft specifications, and service letters guidance material, which is usually applicable; however, due to the large amount of material, judgment is required in applying the proper regulation or specification to each individual situation.

COMPLEXITY OF EQUIPMENT USED:

The inspection equipment used ranges in complexity from standard handtools to a number of precision instruments and gauges such as cylinder compression tester, torque wrench, volt meter, micrometers, timing light, and fabric tester. Judgment is required concerning proximity to tolerances and fit of interrelated parts and components.

RESPONSIBILITY:

The supervisor provides general guidance in the form of broad objectives and expected results, deadlines, and other administrative matters. The inspector receives little or no technical guidance in the performance of assigned tasks, and, except for FAA review, the incumbent is responsible totally for all technical aspects of his work. However, through telephone conversations, some technical assistance is available from the FAA and aircraft and parts manufacturers.

The FAA is the only source of review of completed work. This review is accomplished through occasional unannounced spot-checks of inspection work. The inspector usually works independently on assignments and is responsible solely for certifying airworthiness of aircraft. Instructions and guides are available readily; although complicated, they are specific to the needs of the inspector and rarely require modification in their application.

AIRCRAFT EQUIPMENT REPAIR INSPECTOR NA-8852-11: (continued)

PHYSICAL EFFORT:

The inspector frequently works with parts that are in hard-to-reach places. This requires him to stand, stoop, bend, stretch, and work in tiring and uncomfortable positions.

WORKING CONDITIONS:

Most of the work is done inside, where it is drafty and noisy and where fumes from aircraft usually are present. The inspector must stand on hard surfaces for long periods of time. There are times when he must crawl under aircraft and inspect, while on hard, usually damp surfaces. He occasionally is called upon to work outside, sometimes in bad weather. Dirt, dust, and grease frequently are present. Vehicle fluids such as battery acids and hydraulic fluids cause burns or irritate the skin. There is frequent exposure to the possibility of cuts, bruises, shocks, burns, and strains.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
MERCHANDISE MARKER NA-6914-1

DUTIES AND RESPONSIBILITIES:

-Unpacks the merchandise and sorts, stacks, or arranges it according to stock number, price, or size, to facilitate the marking process.

-Follows written or oral instructions pertaining to items, such as prices, sizes, and stock codes, to be marked. Sets the print on the ticket printing machine, in accordance with instructions, and prints the required number of tickets for each group or type of merchandise to be marked.

-Affixes the tickets to merchandise by pressing the ticket to the box, carton, or package. Machines of simple design may be used to attach other types of printed tickets.

-After the marking process is completed, repacks the merchandise for storage or shipment. May move and stack merchandise in assigned locations within the warehouse, depot, or stock room, when further storage is required.

Additional duties include participating in inventories and maintaining work area in a clean and orderly manner.

Instructions received are explicit and directly applicable to the work situation.

PHYSICAL EFFORT:

Stands, walks, and handles light- and medium-weight objects.

WORKING CONDITIONS:

Works indoors. Is exposed to drafts, noise, dust, and dirt. May have to stand for long periods on concrete floors.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
MOBILE EQUIPMENT SERVICER (SERVICE STATION ATTENDANT) NA-5806-2

DUTIES AND RESPONSIBILITIES:

Monitors operation of self-service gasoline station equipped with electrically controlled pumps. Resets pumps following purchase. Keeps pump island area clean of debris. Assists in maintenance of other station areas and restrooms. Upon request, may clean windshields and check oil level. Assists customers in the operation of gasoline pumps, as necessary.

Accepts cash or appropriate credit cards and makes necessary change. Responsible for change fund and monies received.

The work operation of a self-service station normally does not permit close, continuing supervision.

PHYSICAL EFFORT:

Frequently stands, walks, and handles lightweight objects.

WORKING CONDITIONS:

Works outside, in all weather conditions.

NOTE: Occasional performance of tasks such as checking air pressure in tires, adding water to batteries or radiators, and removing and replacing windshield wiper blades does not warrant classification at a higher level, unless performed as regular, recurring duties.

Work performed in a fully automated self-service station in which attendants are not present physically at the pump island and most of the servicing is remote controlled is classified properly as Cashier Checker, PS-2091-2. OPM
* Job-Grading Standards (see OPM job-grading standards contained in FPM Supplement *
* 512-1, reference (f)) provide for allocation at grades other than that described *
above.

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
WAITER NA-7420-0

WAITER NA-7420-1:

DUTIES AND RESPONSIBILITIES:

Performs food and beverage service functions, together with related housekeeping activities as follows:

-Consults posted master menu and from this information decides which place settings will be required. Secures clean linen and appropriate glassware and silverware, depending on the particular menu, food, and beverages to be served. Readies assigned groups of tables for food and beverages, ensuring that dishes, glasses, and silverware meet required cleanliness standards and that linens and condiment containers are spotless. Prepares side tables with glasses, stirrers, cocktail napkins, silverware, bowls of ice, and other extras that may be required during the meal or when serving beverages. Works according to rigid time schedule, secures carts of food from pantry or kitchen, obtains requested beverages from bar and places the various items on tables for the purpose of providing service as needed. Refills food and beverage containers and performs emergency cleanup services.

-Cleans tables and prepares them for new guests. May mop, wax, and buff floor in assigned area. May perform other related cleaning duties as time permits, such as washing dining area, bar, and lounge windows and cleaning entryways.

-May perform janitorial, dishwashing, or other duties in an emergency.

PHYSICAL EFFORT:

Constant stooping, standing, bending, walking, and moderate lifting.

WORKING CONDITIONS:

Danger of minor burns from warming ovens, hot liquids, glassware, and food containers. Danger of slipping on wet, soapy, or highly polished floors.

WAITER NA-7420-2:

DUTIES AND RESPONSIBILITIES:

-Performs beverage service functions in a bar or lounge area.

-Asks patrons what beverages are desired and writes the order on a guest check. Describes or suggests cocktails, highballs, wines, or other beverages upon request.

-Gives order to the bartender. Receives and places beverages on a small tray and serves patrons. Adds fruit or decorations to cocktails, as required. Observes when patrons leave and cleans tables. Returns used glassware to bar. Maintains clean work area.

WAITER NA-7420-2: (continued)

-Collects payment from patrons and settles account with the bartender or cashier.

-May dispense bottled beverages, confections, and tobacco, or serve any other item upon request.

PHYSICAL EFFORT:

Constant stooping, standing, bending, walking, and light lifting.

WORKING CONDITIONS:

Danger of cuts from glassware. Danger of slipping on wet, soapy, or highly polished floors.

* NOTE: The OPM Job-Grading Standard for Waiter-NA-7420-3 (see OPM job-grading standards contained in FPM Supplement 512-1, reference (f)) is to be applied when appropriate. *

*U.S. GOVERNMENT PRINTING OFFICE : 1984 0-431-666/490

DEPARTMENT OF DEFENSE
PUBLICATION SYSTEM

CHANGE TRANSMITTAL

OFFICE OF THE SECRETARY OF DEFENSE
Assistant Secretary of Defense
(Manpower, Installations, and
Logistics)

CHANGE No. 3
DoD 1401.1-M-1
May 23, 1984

JOB-GRADING SYSTEM MANUAL FOR
NONAPPROPRIATED FUND INSTRUMENTALITIES

The Deputy Assistant Secretary of Defense (Civilian Personnel Policy and Requirements), Office of the Assistant Secretary of Defense (Manpower, Installations, and Logistics), has authorized the following changes to DoD 1401.1-M-1, "Job-Grading System Manual for Nonappropriated Fund Instrumentalities," October 1981 (Change 1 was issued October 29, 1982, and Change 2 on January 11, 1984):

PAGE CHANGES

Remove: Pages 2-1&2-2, 3-5&3-6, 4-9 through 4-12, and 4-180 through 4-183.

Insert: Attached replacement pages

Changes appear on pages 2-2, 3-5&3-6, 4-10, 4-11&4-12, and 4-180 through 4-182, and are indicated by marginal asterisks.

EFFECTIVE DATE AND IMPLEMENTATION

The attached changes are effective immediately. Forward two copies of implementing documents to the Deputy Assistant Secretary of Defense (Civilian Personnel Policy and Requirements), Office of the Assistant Secretary of Defense (Manpower, Installations, and Logistics), within 120 days.

O. J. Williford

O. J. WILLIFORD, Director
Correspondence and Directives

Attachments: 12 pages

CHAPTER 2

OCCUPATIONAL CATEGORIES

The CT occupational category is delineated by the types of duties performed and the general functional environment in which it is found. The AS, PS, and UA categories are also customarily delineated by these same factors; however, positions classifiable to one-grade interval series that exceed the AS/PS-7 levels are classified in the UA category at the UA-6 level and above.

A. CRAFTS AND TRADES. The CT category includes positions in a recognized craft or trade, or in an unskilled, semiskilled, or skilled manual labor occupation. Leader and supervisory positions having craft, trade, or laboring experience and knowledge as a paramount requirement also are categorized as CT positions.

1. The CT occupational category involves duties such as receipt, storage, and distribution of merchandise; maintenance and repair of buildings, grounds, and automotive equipment; food and beverage preparation and service; and the provision of porter or maid service. Positions in this category shall be coded, titled, and graded in accordance with the provisions of FPM Supplements 532-1, "Federal Wage System," FPM Supplement 532-2, "Federal Wage System - Nonappropriated Fund Employees," and part 3 of FPM Supplement 512-1, "Job-Grading System for Trades and Labor Occupations" (references (e), (c), and (f)).

2. DoD NAF job-grading guides, specific to nonappropriated fund operations, also may be used to supplement OPM standards when grading CT positions.

B. ADMINISTRATIVE SUPPORT. The AS category includes positions responsible for secretarial, clerical, or administrative functions in an office or nonmanual environment. AS positions include inventory management, accounting, procurement, personnel, and payroll functions. These functions involve duties such as typing, stenography, receipt and distribution of mail, file maintenance, and office machine operation. Positions involving AS-type duties classifiable above AS-7 are included in the UA category.

1. Positions assigned to lead or supervise employees performing these duties are also categorized as AS, except:

a. If the base level of nonsupervisory work is AS-7, the leader job is classified in the UA category.

b. If the base level of nonsupervisory subordinate workers is AS-6 or AS-7, the supervisory job over such workers is classified in the UA category.

C. PATRON SERVICES. The PS category includes positions responsible for retail selling; providing recreation, amusement, and personal services; protecting facilities and merchandise; and child care. Positions in this category shall be titled, coded, and graded in accordance with the appropriate job-grading standards of this manual. Positions containing PS-type functions and classifiable above PS-7 are included in the UA category.

1. Positions that are assigned to lead or supervise PS employees also are categorized as PS, except:

a. If the base level of nonsupervisory work led is PS-7, the leader job is classified in the UA category;

b. If the base level of nonsupervisory subordinates is PS-6 or PS-7, the supervisory job is classified in the UA category.

D. UNIVERSAL ANNUAL. The UA category includes positions responsible for administering, managing, or performing work in an office, business, or fiscal operation. Such positions differ from AS positions in that they are concerned primarily with the development and implementation of management policies or general business operations.

1. UA duties require discretion and independent judgment, and include managerial, executive, technical, or professional positions responsible for work that requires professional, scientific, or technical training equivalent to graduation from a college, university, or technical school of recognized standing.

2. Positions in this category shall be identified with series codes, titles, and grades authorized in accordance with this manual and the occupational structure covered by the OPM "Handbook of Occupational Groups and Series of Classes" (reference (g)).

* 3. Technician positions in one grade interval series within the *
* Biological Sciences Group, GS-400; the Medical, Hospital, and Public Health *
* Group, GS-600; the Veterinary Medical Science Group, GS-700; the Engineering *
* and Architecture Group, GS-800; the Legal and Kindred Group, GS-900; the *
* Physical Sciences Group, GS-1300; and the Mathematics and Statistics Group, *
* GS-1500; classifiable at grades GS-5 and above under applicable OPM Position *
* Classification Standards, shall be included in the UA pay system and classi- *
* fied accordingly. Such positions classifiable at GS-4 and below shall be *
* evaluated in accordance with the grade level criteria of the AS-303 job- *
* grading standards. *

#First Amendment (Ch 3, 5/23/84)

taken shall be forwarded promptly by the local classification office through command channels to the office of DoD NAF Personnel Policy for review. On later occasions, when DoD NAF or OPM or both standards are used in the same combination by that DoD Component, such a submission is not required.

G. SUMMARY OF NONAPPROPRIATED FUND JOB-GRADING CONCEPTS AND WAGE-SETTING PROCEDURES

1. Job-Grading

OCCUPATION	NAF CATEGORY	
* Professional * Managerial * Executive Technical	UA	UA grades 5-18 for two-grade interval series and specified technician jobs. Direct application of OPM position classification standards supplemented by DoD guides.
Clerical	AS	DoD job-grading standards for seven AS grade levels. OPM position classification standards for one-grade interval series applied for jobs evaluated at grade UA-6 or above and placed in the UA category.
Trades Crafts Laboring	CT	Direct application of OPM job-grading standards, supplemented by DoD job-grading guides.
Retail Sales Patron Services	PS	DoD job-grading standards for seven PS grade levels. OPM standards for one-grade interval series applied at grade UA-6 and above, and jobs placed in the UA category.
Tipped and Commission Employees	CT	Direct application of OPM job-grading standards for base level of job supplemented by DoD job-grading guides.

2. Wage-Setting

OCCUPATION	APPROPRIATED FUND	CONUS NONAPPROPRIATED FUNDS
Professional Managerial Executive Technical	General Schedule nationwide rates set by the President with congressional authority to overrule the President in the case of an alternate plan.	UA schedule nationwide rates based on General Schedule.

#Second Amendment (Ch 3, 5/23/84)

Clerical	General Schedule nationwide rates.	Local wage survey of private retail, wholesale, recreation, service, finance, and insurance establishments.
Trades Crafts Laboring	Local wage survey of private manufacturing, transportation, public utility, and wholesale trade industries.	Local wage survey of private retail, wholesale, recreation, and service establishments.
Retail Sales Patron Services	General Schedule nationwide rates.	Local wage survey of private retail, wholesale, recreation, service, finance, and insurance establishments.
Tipped and Commission Employees	None	Tip offset or commission predetermined locally in conformance with Fair Labor Standards Act, OPM, and DoD policies. Base rate from local wage schedule used for annual and sick leave purposes. (Tipped and commission employee policy is in a "set aside" status. Commission pay policy is pending review by the Federal Prevailing Rate Advisory Committee. Regulations governing pay for tipped employees have been developed. Official implementation and conversion instructions will be published by OPM.)

H. GRADE LEVELS DESCRIBED IN THE ESTABLISHED DoD NAF JOB-GRADING STANDARDS AND GUIDES

Because of the nature of DoD NAF operations, jobs in UA, AS, PS, and CT occupations tend to cluster at one or only a few grades. Each job-grading standard or guide describes only those levels that reflect the more commonly found jobs in the occupation covered by the standard or guide. The particular grades defined in the standard or guide provide a basis for comparing and assigning the proper grades to jobs according to skill, knowledge, responsibility, and other work requirements. This can be at grades either above or below those described in the standards or guides.

I. AUTHORIZED TITLING OF UA, AS, PS, AND CT POSITIONS

1. Official titles for UA, AS, PS, and CT positions are those established by applicable DoD or OPM classification standards or otherwise approved for use by the office of DoD NAF Personnel Policy. Official titles shall be used by DoD Components on NAF wage survey forms and all other official

#First Amendment (Ch 2, 1/11/84)

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CASHIER-CHECKER PS-2091-2

DUTIES AND RESPONSIBILITIES:

Cashiers-Checkers PS-2 check merchandise, ring up the sale on a cash register, accept money, and make change. They bag or wrap the items purchased and staple the cash register ticket to the bag or wrapper. Incumbents check merchandise for ticket switching, unmarked items, and damaged merchandise. Cashiers-Checkers PS-2 provide management with information concerning customer requests, complaints, price-marking problems, condition of merchandise, time of maximum and minimum patron traffic, fast- or slow-moving items, and the arrival of important visitors. Incumbents may sell merchandise items located at checkout points. These items are typically small and are stocked in racks or hanging containers (for example, cigarettes and candy).

Cashiers-Checkers P-2 are assigned to installation cafeterias or snack bars. The incumbents are stationed at the end of cafeteria serving lines or at snack bar counters. Duties consist of ringing up food, beverage, and merchandise by individual item; totaling the sales; receiving money; and making change. Cashiers-Checkers may sell food and merchandise items such as prepackaged snacks, cigarettes and candy. Incumbents may perform related food service duties, such as setting up the serving line and refilling beverage dispensers.

Cashiers-Checkers PS-2 work at the cashier's booth or counter. They receive patrons' meal checks, total the sales on cash registers, receive money, and make change. They may also process credit card transactions.

SUPERVISORY CONTROLS:

Work is performed independently; however, supervisory assistance is provided in unusual circumstances.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CHILD CAREGIVER PS-0189-0

CHILD CAREGIVER PS-0189-1:

DUTIES AND RESPONSIBILITIES:

This level of work is intended to encompass strictly routine day-to-day child care responsibilities under close supervision.

Incumbent responsibilities include

-keeping babies dry and fed and supervising play periods of older children.

-putting children in bed for naps and watching over them while they sleep.

-assuring cleanliness of children and surrounding play areas. Sanitizing nursery equipment and toys as required. May wash linen and diapers.

-assisting, perhaps, in the preparation of simple meals consisting of sandwiches and canned or frozen foods.

SKILLS AND KNOWLEDGE:

Must be familiar with policies and procedures established at the child care center with respect to discipline, fire safety, and first aid.

SUPERVISORY CONTROLS:

The supervisor makes specific assignments that are accompanied by clear, concise instructions. The incumbent works as instructed and consults with the supervisor on matters not covered by initial instructions.

PHYSICAL DEMANDS:

The work requires long periods of standing and walking with recurring bending, crouching, and similar activities. Child caregivers are required regularly to lift children weighing up to 40 pounds.

CHILD CAREGIVER PS-0189-2

DUTIES AND RESPONSIBILITIES:

Child Caregivers regularly perform a number of tasks associated with the care of children. Included are

-receiving children from parents. This requires the notation of any special instructions that the parents may provide.

-supervising children during playtime, ensuring that the play area and equipment are free from danger.

#First Amendment (Ch 3, 5/23/84)

* CHILD CAREGIVER PS-0189-2: (cont'd)

-feeding children during meal periods.

-ensuring that children remain clean during play periods and that play area, equipment, and toys are safe and sanitary.

-may wash, dry, fold, and store bed linens, blankets, and diapers.

-may prepare simple meals consisting of heating frozen or canned foods or making sandwiches.

-may occasionally participate in conferences between parents and manager of the child care center in order to provide information concerning a problem the child is experiencing at the center.

SKILLS AND KNOWLEDGE:

-Must be thoroughly familiar with policies, procedures, and techniques employed within the child care center.

-Must be capable of determining when a child is sick, and alerting the supervisor to the condition in order to isolate the child and avoid the spread of contagious diseases to other children in the center.

-Must be familiar with techniques of consoling a frightened or injured child.

-Must understand the technique of disciplining children (that is, when it is needed, how to administer it, and possible alternatives).

-Must be familiar with first aid and fire safety procedures.

SUPERVISORY CONTROLS:

* The Child Caregiver uses initiative in carrying out daily assignments independently; however, supervisory assistance is readily available when unusual situations arise. *

The supervisor spot-checks work in progress to ensure compliance with accepted work practices.

PHYSICAL DEMANDS:

The work requires long periods of standing and walking with recurring bending, * crouching, and similar activities. Child Caregivers regularly are required to lift children weighing up to 40 pounds. *

* CHILD CAREGIVER-PS-0189-3 *

In addition to the skills and knowledges required to perform the basic child care duties outlined at the PS-2 level, attendants at the PS-3 level are involved in a child development program intended to teach the children independence and prepare them for school. This developmental program is not an incidental function. The attendant's involvement must be on a regular and recurring basis and must be fundamental to the overall assignment.

#First Amendment (Ch 3, 5/23/84)

* CHILD CAREGIVER PS-0189-3: (cont'd) *

INFANTS/TODDLERS:

6 weeks to 3 years: Because these age groups are not capable of effective verbal communication, the attendant must anticipate the child's wants and needs. These most often include:

-Physical: changing diapers, feeding, and providing nap, exercise, and play periods.

-Emotional: ensuring that each child feels secure and protected by holding and talking to the child.

-Developmental: encouraging infants to crawl, walk, talk, and imitate. Assisting infants in obtaining the coordination required for self-feeding and cup-training as well as teaching them when and how to use the toilet.

-Social: showing children how to share and to settle arguments, eating etiquette, courtesy, sanitary aspects of bodily functions, and other social customs.

PRE-SCHOOL:

3 to 6 years: The emphasis for this age child changes from almost entirely physical and emotional care to more of a developmental and training program. This program is intended to orient the child to organized, creative learning experiences. Children are taught to interact with their peers, sharing toys and equipment. They are instructed in the technique of tying shoes and using buttons and zippers. They are taught to pick up the toys in the playroom and outdoor areas and to put them in their proper place.

SKILLS AND KNOWLEDGE:

* The Child Caregiver must be capable of carrying out scheduled activities * within the overall activity period plan established by the supervisor, which is intended to expose children to numbers, letters, arts and crafts, and simple
* organized games. Caregivers read to children and provide musical experiences *
* through record-playing, sing-alongs, and dancing. Caregivers must remain * alert to the degree of independence and assertiveness displayed by each child in order to recommend promotion to a more advanced group.

SUPERVISORY CONTROLS:

The employee carries out daily assignments independently, planning activities within prescribed limits and handling problems in accordance with accepted practices. The supervisor is available to resolve situations that have no precedent.

PHYSICAL DEMANDS:

The work requires long periods of standing and walking with recurring bending,
* crouching, and similar activities. Child Caregivers regularly are required to * lift children weighing up to 40 pounds.

#First Amendment (Ch 3, 5/23/84)

DoD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
STATISTICAL CLERK AS-1531-0

* GENERAL STATEMENT. *

* This standard includes all positions the duties of which are to collect, edit, *
* compute, compile, analyze, and present statistical data when the work requires *
* knowledge and application of statistical methods, procedures, and techniques, *
* but does not require professional knowledge of the mathematical or statistical *
* theories, assumptions, or principles. *

* The Statistical Clerk is responsible for the arrangement and processing of data *
* that form the basis for further study, reports, or decisions at higher levels. *
* Such positions are primarily concerned with the organization and compilation of *
* detailed data or selection, conversion, and consolidation of previously compiled *
* data into formats that can be used for specific purposes. *

* STATISTICAL CLERK AS-1531-4: *

NATURE AND VARIETY OF WORK:

Assignments are of a recurrent nature, usually on a continuing workflow basis,
* and are concerned with a small number of statistical items. There is little or *
* no variation in the kinds and types of items or in the way they are reported on. *
* The instructions and procedures used are limited and well standardized, as are *
the sequences of statistical operations.

Basic reporting practices are well established, with little or no variation from one reporting period to another; the classifications and definitions of items reported on are well defined, are easily applied, and do not vary.

Source data forms are few in number, are limited in variety and purpose, have been in standard use over a long period of time, are constant in format and content, and require only straight arithmetical cross-checking of parts to determine consistency of statistical data reported.

Searching of primary and secondary sources is based on specific and well-defined instructions from the supervisor and requires the location and abstraction of data which are usually readily identifiable and directly comparable on the basis of subject, unit or item classification, and time period.

Patterns for compilations or tabulations are standardized, well established, and relatively simple in format, design, content, specifications, elements, details, and purpose.

SUPERVISORY CONTROL EXERCISED OVER THE WORK:

The supervisor gives specific oral or written instructions with assignments, indicating the desired form in which the data are to be presented, the sources of figures and information, the computations to be used, and procedures to be followed. Spot-checks are made during assignments to assure that instructions are being followed. Review is usually made of completed assignments to check accuracy of computations, adherence to instructions for form and method of presentation, and neatness and general acceptability.

* STATISTICAL CLERK AS-1531-4: (Cont'd) *

GUIDELINES FOR PERFORMANCE OF WORK:

Guidelines available for the performance of work are applicable to all assignments at this level.

PERSON-TO-PERSON WORK RELATIONSHIPS:

Work relationships are maintained with other Statistical Clerks or clerical personnel for the purpose of verifying, checking, or proofing completed work, of securing figures or data necessary in the assignments, or of carrying out joint assignments.

* STATISTICAL CLERK AS-1531-5: *

NATURE AND VARIETY OF WORK:

Assignments normally are of sufficient variety over a period of time to require the cyclical or noncyclical application of one comprehensive body or several bodies of different, and somewhat related, instructions and procedures in carrying through processes and operations in the completion of assignments; the sequence of operations may vary from one assignment to another; or, from time to time, although the basic reporting form and the purpose remain the same, new items may be introduced with or without the deletion of some other items.

Basic reporting practices vary somewhat from one period to another, or within one reporting period vary somewhat among offices of origin or respondents; and classifications and definitions are fairly well standardized but are subject to some change from time to time.

Source data forms are not consistently uniform as to number, purpose, or data or item content; and may be revised from time to time to reflect new regulations, changes in the character of reporting sources, modifications in statistical procedures or operations, or related reasons.

Searching of primary and secondary sources is based on general instructions from the supervisor and requires the location and adjustment of data from readily available sources; the data may require some conversion, adjustment, and reworking as directed by the supervisor.

Computations of statistical measures are characterized by the following:

-Most measurements require simultaneous consideration of different values.

-Initial instructions and procedures are prescribed for the application of a limited set of statistical measures but are not reduced to a worksheet format showing specific operations when the same type of calculation must be applied to different variables, numerous classes, or other frequency distributions.

* STATISTICAL CLERK AS-1531-5: (Cont'd)

SUPERVISORY CONTROL EXERCISED OVER THE WORK:

The incumbent works under the direction of a supervisor who makes assignments on a day-to-day basis or controls assignments on a continuing basis.

Spot-checks are occasionally made of work in progress.

The supervisor is available for guidance and advice on problems not covered by instructions.

Completed assignments are reviewed for adherence to instructions and acceptability.

GUIDELINES FOR PERFORMANCE OF THE WORK:

Guides have general application in all instances, but require adaptation from time to time in determining appropriate order or sequence of operations or steps necessary to the completion of the assignments.

PERSON-TO-PERSON WORK RELATIONSHIPS:

With other Statistical Clerks or clerical personnel to check, proof, or compare completed work, to secure figures or data necessary in the assignments, or to carry out assignments.

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RESERVED

DEPARTMENT OF DEFENSE
PUBLICATION SYSTEM

CHANGE TRANSMITTAL

OFFICE OF THE SECRETARY OF DEFENSE
Assistant Secretary of Defense
(Manpower, Installations, and
Logistics)

CHANGE No. 4
DoD 1401.1-M-1
May 31, 1984

JOB-GRADING SYSTEM MANUAL FOR
NONAPPROPRIATED FUND INSTRUMENTALITIES

The Deputy Assistant Secretary of Defense (Civilian Personnel Policy and Requirements), Office of the Assistant Secretary of Defense (Manpower, Installations, and Logistics), has authorized the following changes to DoD 1401.1-M-1, "Job-Grading System Manual for Nonappropriated Fund Instrumentalities," October 1981 (Change 1 was issued October 29, 1982; Change 2 on January 11, 1984; and Change 3 on May 23, 1984):

PAGE CHANGES

Remove: Pages ii, 4-233&4-234, and 4-267.

Insert: Attached replacement pages and new pages 4-267 through 4-302.

Changes appear on pages ii and 4-233 and are indicated by marginal asterisks. The new pages bear the date of this Transmittal.

EFFECTIVE DATE AND IMPLEMENTATION

The above changes are effective immediately. Forward two copies of implementing documents to the Deputy Assistant Secretary of Defense (Civilian Personnel Policy and Requirements), Office of the Assistant Secretary of Defense (Manpower, Installations, and Logistics), within 120 days.

O. J. Williford

O. J. WILLIFORD, Director
Correspondence and Directives

Attachments: 39 pages

5. Effect of Reduction in Number of Employees Supervised in the Classification of Supervisory and Managerial Positions 4-6

B. PATRON SERVICE JOB-GRADING STANDARDS 4-7
C. ADMINISTRATIVE SUPPORT JOB-GRADING STANDARDS 4-50
D. CRAFTS AND TRADES (NA) JOB-GRADING GUIDES 4-200
E. UNIVERSAL ANNUAL JOB-GRADING STANDARDS 4-233
F. NONAPPROPRIATED FUND/APPROPRIATED FUND GRADE * LINKAGE CHART 4-302 *

#First Amendment (Ch 4, 5/31/84)

E. UNIVERSAL ANNUAL JOB-GRADING STANDARDS

TITLE	SERIES	PAGE
Aero Club Manager	UA-1101	4-234
Bowling Center Manager	UA-1101	4-237
Caterer	UA-1101	4-240
Child Care Center Manager	UA-1101	4-242
Exchange Manager	UA-1181	4-246
General Manager	UA-1180	4-251
Golf Course Superintendent	UA-1601	4-256
Golf Course Manager	UA-1101	4-256
* Mess or Club Manager	UA-1101	4-267 *
Package Store Manager	UA-1101	4-259
Retail Manager	UA-1182	4-261

#First Amendment (Ch 4, 5/31/84)

DoD NAF UNIVERSAL ANNUAL
JOB-CLASSIFICATION STANDARD
AERO CLUB MANAGER UA-1101-0

DUTIES AND RESPONSIBILITIES:

-Conducts the club's daily activities in compliance with directives, guidelines, and operating instructions (OIs) provided by the Board of Governors (BOG). Ensures compliance with these as well as other directives, policies, and procedures. Develops or recommends and implements, after approval, OIs to effect greater operational efficiency. Provides data to the fund custodian to support short- and long-range plans and to achieve maximum return on investments and equipment use. Prepares or supervises the preparation of reports as well as the preparation and issuance of financial records and individual statements to members. Coordinates daily activities with the President of the BOG, bringing to his attention existing or anticipated problems, and recommends solutions to problems within scope of responsibilities.

-Attends meetings and reviews minutes of the BOG, safety, standardization, and general membership meetings to coordinate administrative and operational matters and followup on items affecting club operations. Initiates agenda items for official club meetings. Develops studies and plans as directed by the BOG or self-generated in response to membership desires and objectives. Maintains liaison with the FAA and base staff activities, such as safety, operations, and flight control office, regarding aero club operation.

-Keeps the flight schedule log book on a first-come-first-served basis. Checks and approves flight clearances. Grounds or restricts members' flying privileges for violations pending BOG action. Monitors weather conditions to effect immediate security or storage of aircraft during inclement weather. Maintains bulletin boards, charts, status boards, pilots' information file, and publications essential to club operation and flight planning by members.

-Ensures that notification procedures are established with the FAA or base operations to notify a responsible aero club offical of overdue aircraft or other emergencies. Must be on duty or make sure that a qualified person, designated in writing, is on duty when students or pilots with less than 200 hours are flying in the local area.

-Provides administrative guidance to the chief flight instructor to achieve effective operation of the flight and ground training program. Enforces regulatory procedures and contractual provisions pertinent to the training program. Advises flight instructors of changes in administrative procedures affecting their duties. Reviews student assignments to effect equitable assignments commensurate with workload and availability of instructors. Overviews the establishment and maintenance of membership and training folders and records to ensure that required data are recorded properly and that documents are maintained in current status.

-Works with the Club Maintenance Officer and the Chief Mechanic of the maintenance facility in coordinating and scheduling of preventive and major

DOD NAF UNIVERSAL ANNUAL JOB-CLASSIFICATION STANDARD
MESS OR CLUB MANAGER UA-1101
SERIES DEFINITION

This standard covers positions the duties of which are (1) to manage an individual mess or club, or a complex of messes or clubs, or a primary mess or club with one or more annexes; and (2) to administer, supervise, or perform work involved in providing food service, bar service, recreational activities, and related services to military members, authorized civilians, dependents, and guests.

Positions in this occupation require a variety of mess or club management and administrative skills and abilities in such activities as cost management and financial planning; procurement of merchandise, materials, supplies, equipment, and services; assignments and utilization of personnel; planning, scheduling, and controlling mess or club operations and activities; facility and equipment maintenance and control; special requirement surveys to determine community needs and interests; determining facility and equipment improvements; master operational planning; and maintenance of good management-patron and command relations.

EXCLUSIONS

1. Positions that involve primarily supervising or performing work for which the paramount requirements are trades, crafts, or manual skills and knowledges. The basic guidelines for evaluating trades, crafts, or laboring positions are found in Section IV, "Guidelines for the Determination of Trades, Crafts, or Manual Positions," in the Introduction to Position Classification Standards.

2. Positions the duties of which are limited to such clerical functions as maintaining accounts and records, preparing financial statements and reports, processing requests for maintenance or repair, budget administration, related financial management, or other work of a general clerical and administrative nature. Positions of this kind do not require mess or club management and administrative knowledge, skills, and abilities. Such positions are classified in appropriate series in General Administrative, Clerical, and Office Services Group, GS-300, or the Accounting and Budget Group, GS-500.

3. Nonappropriated fund manager positions such as Caterer, Golf Club Manager, and Package Store Manager that are classified by reference to this Manual.

4. Positions the duties of which involve primarily managing the operation and maintenance of buildings, grounds, and other facilities such as posts, camps, depots, power plants, parks, and forests. Such positions require administrative and management skills and broad technical knowledge of the operating capabilities and maintenance requirements of various kinds of physical plants and equipment. These positions are classified in the Facility Management Series, GS-1640.

5. Positions the duties of which involve primarily work concerned with furnishing all types of supplies, equipment, material, property, and certain services to messes or clubs or receiving supplies from vendors. These positions require a knowledge of one or more elements or parts of a supply system or supply methods, policies, or procedures. Such positions are classified in appropriate series in the Supply Group, GS-2000.

OCCUPATIONAL INFORMATION

This standard covers the direct management of a mess or club or a complex of messes or clubs or a primary mess or club with one or more annexes and the facilities housing these mess or club operations. All positions require similar basic knowledge, skills, and abilities such as knowledge of mess or club management methods, practices, and operating techniques related to providing food service, bar service, recreational activities, and related services; knowledge of professional club management and hospitality field requirements sufficient to provide a basis for sound management practices; knowledge of agency and installation level mess or club programs; cost management and financial planning requirements; and the ability to meet successfully with local command military personnel, patrons, civic organizations, public officials, and agency level officials. The knowledge, skills, and abilities are related directly to the work processes that comprise mess or club management operations and increase proportionately as the difficulty and responsibility of positions increase.

The basic work processes involved in the management and administration of a mess or club program are:

- Direct onsite responsibility for the management and administration of a mess or club, or a complex of messes or clubs, or a primary mess or club with one or more annexes.

- Preparation of operating budgets (income and expenses, capital expenditure, and cash flow).

- Custodian of all records and property in possession of the mess or club.

- Determination of equipment and facility maintenance requirements and accomplishment of required maintenance, replacement, redecoration, expansion, and improvement.

- Planning and scheduling daily service menus, entertainment, special activities and events and catering service.

- Procurement of required merchandise, goods, and services including proper storage to prevent spoilage and pilferage.

- Responsibility for the receipt, safekeeping, deposit, disbursement, and accountability of all mess or club funds, including daily and monthly financial recordkeeping requirements.

- Maintaining good patron and employee relations and rendering courteous and efficient patron service.

- Supervision of assigned personnel. Establishing work schedules, assigning and distributing work, counseling employees, and conducting employee training.

- Ensuring compliance with fire, safety, sanitation, and security regulations.

Responsibility for the above functions may not require direct supervision or actual performance by the mess or club manager. For example, mess or club managers normally will not supervise directly employees performing food and beverage preparation and service but are responsible for determining the types and quantities of food and beverages to be used for a particular function or for related general operating practices. Similarly, mess or club managers normally are not involved directly in the accounting operations or the actual procurement of goods and services. However they usually are responsible for reviewing all pertinent cost and financial reports and coordinating and monitoring the purchase of goods and services to ensure timely receipt and storage.

The features outlined above reflect the nature and scope of the managerial and administrative responsibilities. At the lower levels, the positions are involved primarily in performing a variety of related administrative tasks in support of specific technical requirements involved in operating and maintaining the assigned mess or club programs. At the higher levels, primary attention is given to policy development, broad management planning, and effective cost management as a means of coordinating work forces and resources for the efficient, economical use of mess or club facilities and equipment.

MESS AND CLUB CHARACTERISTICS

Generally, the difficulty of assignments in direct mess or club management can be affected by a number of factors related to fulfilling the basic mission of providing food service, bar service, recreational activities, and related services to its patrons, as well as maintaining a self-sustaining mess or club operation.

The operational unit may consist of a mess or club or a complex of messes or clubs or a primary mess or club with one or more annexes. The mess or club organizational structure within the respective NAF Components can consist of a system in which the individual club managers report to an installation club manager tasked with the centralized responsibility for the procurement of goods and services, providing maintenance support and financial management to each of the subordinate club managers; or can consist of a system in which the individual club managers report directly to an installation commander and are responsible independently for the procurement of goods and services, maintenance and repair, and financial management of an independently operated mess or club entity. As the result of the organizational variations in which these mess or club managers must operate, they are exposed to different managerial, administrative, and cost control responsibilities. Other difficulties can arise because of the need to coordinate actions with a variety of jurisdictions or management systems, policies, and methods that require the application of different operating procedures, controls, and practices.

The type of service a mess or club offers also has a large bearing on the complexity of the management aspects of the position. For example, within a given installation, essential feeding and protocol missions may have a priority over the social and recreational activities and require the services of a large number of employees; conversely, the requirement for predominantly lounge-type operations generate higher dollar volume with a relatively smaller number

of employees and require a lesser degree of management planning. The continuing existence of high employee turnover rates that exceed DoD Component or local-installation-established parameters may be significant in that they create additional complexities in the work assignments.

The physical layout, structural design, condition, and age of the mess or club facilities have an impact on management planning activities; create different administrative, maintenance, and cost control problems; and affect the kind of services provided. The age, structural design, or actual layout of the mess or club facilities increase the need for effective financial planning, add to the administrative task of resolving patron complaints, and require the ability to schedule major alterations and repairs so that they impact minimally on planned or scheduled services and recreational activities. The types and frequency of management decisions required that result from those conditions and the knowledges and skills required to accomplish them are significant considerations for evaluating positions covered by this standard.

GRADE LEVEL COVERAGE

Inherent in most mess or club management positions is the responsibility for directing the work of others. The responsibility for management or direction of a project, facility, or program requires at all levels, but in varying degrees, the accomplishment of work through others. This responsibility may range from directing the work necessary in the operation of a small mess or club to the management of a program or operation that requires specialized organizations and subordinate mess or club management personnel. Except for mess or club program direction at very high levels, the general scope of such direct or indirect supervisory responsibility is associated directly with the scope of the management responsibility and, as a result, has not been described separately as a distinct factor in the standard. This responsibility has been taken into consideration in the development of factor level descriptions and benchmarks for this series. Grades may not be modified for the presence of such requirements in the work assignments.

TITLES

The following titles are authorized for positions involved in the direct, onsite management and administration of messes, clubs, or complexes:

MESS MANAGER OR CLUB MANAGER

ASSISTANT MESS MANAGER OR ASSISTANT CLUB MANAGER. When authorized, a full assistant is considered to be second in command in the mess, club, or complex, with full authority to act on all matters for which the mess or club manager is responsible. When classifying a position that is considered to be a full assistantship, the mess or club manager is graded first without regard to the assistant. The full assistant position then is graded one level below the final grade of the mess or club manager. The title "Mess Manager" or "Club Manager" implies supervisory responsibilities; therefore, no modification of this title is necessary to identify supervisory mess or club manager positions. The total value of the top mess or club manager positions usually is determined more by nature and scope of the mess or club operations responsibility than by the specific nature and extent of supervisory duties inherent in the assignment.

However, in some other positions in the occupation, the supervisory responsibilities are of greater weight in the evaluation of the position than are the mess or club operations responsibilities. Such positions shall be evaluated by reference to the "Supervisory Evaluation Guide" and shall be titled "Mess Supervisor" or "Club Supervisor."

EVALUATION SYSTEM

This standard uses the Factor Evaluation System of job evaluation to make grade level determinations. Included in this standard are detailed factor level descriptions and benchmark descriptions that provide a means for the specific application, within the mess and club management occupation, of the concepts embodied in the Primary Standard of the Factor Evaluation System.

Factor levels and their point values are provided for all management levels typical of this occupation. Benchmark descriptions also are provided, with the factor levels and point values clearly identified, to portray the application of factor level definitions to specific jobs and to serve as occupational reference points. To ensure correct position classification and uniform grading practices, this standard requires coordinated application of the factor-benchmark criteria contained herein. Each position shall be compared and evaluated factor by factor, using one or more factor-level descriptions or benchmark descriptions. The fact that a benchmark description is not provided at a certain grade level does not prevent placing a position at that grade. When the benchmark descriptions are not adequate, positions are point-rated by use of the Factor Level Descriptions in this standard.

GRADE CONVERSION TABLE

Total points on all evaluation factors are converted to UA grades as follows:

GRADE	POINT RANGE	GRADE	POINT RANGE
5	855-1100	10	2105-2350
6	1105-1350	11	2355-2750
7	1355-1600	12	2755-3150
8	1605-1850	13	3155-3600
9	1855-2100	14	3605-4050

FACTOR LEVEL DESCRIPTIONS

These factor level descriptions show the application of the Primary Standard to mess or club management positions. They describe the levels within the various factors (and identify the corresponding point values) typically found in mess or club management occupations.

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION

This factor identifies the nature and extent of mess and club management concepts, principles, policies, regulations, procedures, and processes the employee must know to do acceptable work and the nature and extent of skills required to apply the knowledge.

Level 1-3 350 Points

Assignments at this level include observing techniques and assisting higher level mess and club managers in the application of administrative methods and practices of mess and club operations.

It requires knowledge of standardized local mess and club practices and procedures concerning patron entitlements; authorized patrons; routine inspections of the facility; pricing formulae; hours of operation; employee work scheduling; assignments and counseling; management of patron traffic flow into and out of dining rooms and cocktail lounge areas; and other tasks selected to orient the incumbent in the mess and club management program requirements.

This level requires a knowledge of local mess or club reporting practices and procedures to prepare, assemble, coordinate, and process various activity reports on assigned topics.

This level also requires the ability to appraise a limited variety of mess or club information or data and periodically to prepare summaries for use by higher level mess or club management personnel.

Level 1-4 550 Points

Assignments at this level include administrative tasks related to the application of approved methods and techniques to the operation, use, or administration of mess or club facilities or program requirements.

Such assignments require a knowledge of extensive administrative methods and practices involved in the operation of messes or clubs to perform selected work assignments such as inspection of the facility for cleanliness and general upkeep, physical condition of furnishings and equipment, operating conditions of equipment, handling patron complaints, and providing general assistance to higher level mess or club managers.

This level also requires a knowledge of organizational procedures and workflow to counsel and assist employees in matters pertaining to mess or club requirements such as how to close out cashier centers, read cash registers, verify cash, and make appropriate entries on cash accounting records. Other required skills include the ability to perform selected work assignments such as participating in area wage surveys and patron need surveys; developing narrative operational reports; drafting responses to inquiries from patrons on routine matters pertaining to type and variety of social and recreational services provided and recommended facility improvements; performing similar tasks of like complexity designed to provide progressive skills in the methodology and techniques of mess or club management; and performing other related tasks or assignments of mess or club management.

Level 1-5 750 Points

Assignments at this level involve the performance of routine standardized mess and club management functions, and frequently comprise one or more segments of a broader program management assignment.

In addition to knowledge described in Level 1-4:

Requires a knowledge of the basic principles, techniques, and methodology pertaining to the management planning, scheduling, and coordinating the operation of a mess or club and the efficient use and maintenance of facilities and equipment.

Requires experience, training, independent study, or experience in such major areas as food service management, bar and beverage management, motel management, contract management, or general administration. Skill in applying and adapting this knowledge in a closely controlled and monitored work environment designed to equip the employee for higher levels of performance and responsibility within the occupation also is necessary.

This level also requires the ability to perform such tasks as periodic studies or reviews of competitive private sector establishments concerning hours of operation, content of menus, pricing procedures, types of service provided, and a variety of related activities to determine the adequacy of such practices in mess or club operations and develop recommendations for improvement or corrective actions.

Level 1-6 950 Points

Assignments at this level involve responsibility for the mess or club programs or projects assigned and the planning, organizing, and administration of mess or club program requirements.

In addition to knowledge described in Level 1-5:

Requires a knowledge of agency management procedures and general business principles and practices related to the management and control of a continuing mess or club program. Assignments at this level are characterized by direct responsibility for planning, implementing, and controlling all activities and services of a small-to-medium-size mess or club or other organizational element such as an annex of a main mess or club catering to patrons assigned to a satellite installation or one located on an installation where the programs and services offered are limited. At this level the volume of business, programs, and services offered range from limited hours of operation to limited food and beverage service to regular operating hours and speciality-type services (such as carryout, pizza, or larger speciality menus) and catering. Typically, messes or clubs at this level are similar to private sector establishments such as a lunch-time only delicatessen operation featuring hot and cold sandwiches, malt, wine, and soft drinks, and cafeteria-type service; pizza and submarine sandwiches, salad bar, all types of beverages, and limited table service; American Legion- and Veterans of Foreign Wars-type clubs that provide short order food items, limited table service, all types of beverages, bingo nights, weekend live music and dancing, billard parlor, pinball game room, and accommodate private parties and groups.

Requires a knowledge of funding procedures and requirements and the ability to analyze proposed expenditures for management, salaries and wages, maintenance, and supplies and equipment procurement or replacement; to determine the feasibility of such proposed expenditures within the framework of established financial constraints; and to develop recommendations concerning the obligation of such funds for use by budget specialists.

This level also requires skill in conducting regular and periodic evaluation of mess or club operations including administrative planning, fiscal management, and reporting; supplies and equipment controls; and other major activity areas. This includes knowledge and experience in the preparation of short-range planning documents containing requests and justification for funds, personnel, or supplies and equipment to accomplish major mess and club activities.

Level 1-7 — 1250 Points

Assignments at this level involve planning, cost managing, scheduling, and coordinating mess or club program requirements with the various mess or club department heads or supervisors, local authorities, regulatory agencies, and others, and the development of administrative procedures related to the maintenance, use, and management of mess or club programs, projects, and facilities.

In addition to knowledge described in Level 1-6:

Requires a comprehensive knowledge of a wide range of federal and DoD Component mess or club policies, requirements, and procedures to perform broad management planning, budgeting, and coordinating of work forces and resources for the effective implementation of mess and club program requirements and negotiating with DoD Component-level and local authorities, patrons, and other interested parties on broad programs and problems related to the accomplishment of mess or club social and recreational services and to the operation and use of mess or club facilities and assets.

Requires a knowledge of appropriate laws and regulations governing the types and varieties of social and recreational services and the related use and operation of mess or club facilities to develop overall policies, plans, or procedures for mess or club administration; coordinate the mess or club management programs with DoD Components, local authorities, and other federal agencies, to ensure the highest level of operational effectiveness; and recommend changes or amendments that will improve mess or club administrative policies, practices, and methodology.

FACTOR 2 - SUPERVISORY CONTROLS

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the extent of review of completed work. Controls are exercised by the supervisor in the way assignments, instructions, priorities, deadlines, and objectives are provided and defined. Responsibility of the employee depends upon the extent to which the employee is expected to plan, schedule, and coordinate various aspects of the work; to modify or recommend modification of instructions; and to participate in establishing priorities and defining objectives. The degree of review of completed work depends upon the nature and extent of the assignment.

Mess and club management positions have varying degrees of responsibility for independently planning, designing, and carrying out specialized mess or club programs that are complicated not only by size but by other environmental or human factors and by the variety and type of activities and services. The degree of supervisory controls is related directly to the patron participation in the programs offered and the fiscal and operational controls of those programs.

Level 2-1 25 Points

The supervisor assigns routine bar service, food service, and special event activities to the employee, providing clear, detailed, and specific instructions. A significant portion of the employee's time at this level is spent working with, observing, and receiving guidance from the supervisor or higher level staff employee. This is designed to familiarize the employee with basic mess or club policies and procedures and the day-to-day operations of food and beverage departments at a mess or club.

The employee completes these assignments in close coordination with the supervisor. The employee works as instructed and consults with the supervisor as needed and on all matters not specifically covered by operating instructions and guidelines.

The employee's progress is checked and accomplishments are reviewed for conformance with the initial specific instructions, as well as for the accuracy and adequacy of developed supporting statistical data and reports.

Level 2-2 125 Points

The supervisor assigns the operation of a mess or club facility to the employee, with general instructions on the methods and practices to use and the financial goals to be achieved for the established food, beverage, and entertainment programs.

The employee independently is responsible for the operation of the mess or club without specific instruction, such as planning daily menus, developing current food costs and suggesting sales prices, operating within budgeting goals established by higher authority, conducting membership surveys, and suggesting mess or club improvements. The employee obtains guidance from the supervisor on unusual problems or unfamiliar situations that arise when new or revised food, beverage, or entertainment programs are adopted. The supervisor reviews the mess or club operations in terms of compliance with instructions and pertinent mess or club policies and procedures.

Review of the employee's work increases if the employee previously has not been responsible for the operation of new social or recreational program.

Level 2-3 275 Points

The supervisor assigns work, such as the responsibility for planning and supervising the operations of the mess or club, including, at a minimum, the food preparation, dining room, bar and cocktail lounge, special party catering, and the maintenance of adequate food and beverage stock. For mess or club operations that do not have clear precedents, the supervisor provides an explanation of policies and procedures to be followed, or the supervisor provides direction through a comprehensive discussion of the operations to be performed.

The employee normally operates the mess or club with considerable independence. The employee is responsible for planning and carrying out the established food, bar, recreational activities, and related services and for exercising judgment

in the selection of business practices and techniques to be followed within established procedures and in line with established precedents. The employee recognizes technical problems such as mistakes in documenting and recording funds generated from all sources, and confers with the supervisor, central accounting specialist, or other technical personnel to resolve them, after searching out internal controls to develop a recommended solution.

The mess or club overall operations are reviewed by the supervisor to ensure application of good business judgment, compliance with mess or club procedures and adequacy of the financial status of the operation managed. In some cases the employee has limited signatory authority for the procurement of goods, services, and equipment.

Level 2-4 450 Points

The supervisor assigns the more complex actions necessary to operate a mess or club to the employee, such as serving as purchasing agent for all goods and services; determining and initiating required actions to add, delete, or modify services and recreational programs; developing plans to expand mess or club facilities such as gamerooms, storerooms, administrative offices, ballrooms, dining rooms, and supply areas. The supervisor discusses and determines in consultation with the employee the strategies to be used, as well as priorities and deadlines to achieve desired objectives.

The employee keeps the supervisor informed of progress, potentially controversial conflicts or issues that arise, or matters that affect policy or have other far-reaching implications.

Work is reviewed from the overall standpoint of providing a viable approach for meeting program needs and established objectives. As the dollar thresholds increase for upgrading facilities and equipment or adding new services and social programs, requirements for formal reviews by higher authority or boards of experts generally are prescribed by DoD Component regulatory documents. Such reviews are to ensure compliance with all legal and regulatory requirements as well as for appropriateness and effectiveness of proposed changes to the existing mess or club operations.

Level 2-5 650 Points

The supervisor provides administrative directions with assignments in terms of broadly defined missions or functions. The employee independently carries out the assigned work including negotiating the scope and objectives of long-range acquisition plans and program changes with the requirements stemming from mission goals or with higher authority or boards of experts. Review focuses on compatability with overall management objectives, fulfillment of mess and club program objectives, and contribution to the success of the mission on both a short- and long-term basis.

The employee at this level often is the most authoritative professional in the hospitality field within the command. The employee's accomplishments and recommendations for major renovations, acquisition of new facilities and equipment, and new approaches in the key areas of procurement, financial management, organization, and staffing generally are considered technically authoritative and normally accepted without significant change.

FACTOR 3 - GUIDELINES

This factor covers the nature of guidelines and the judgment needed to apply these guidelines. Mess or club management functions and responsibilities vary in the specificity, applicability, and availability of guidelines for performance of assignments. Consequently, the constraints and judgmental demands placed upon mess or club management positions also vary. For example, the existence of specific utilization instructions, management procedures, and agency policies may limit the opportunity of the employee to make or recommend decisions or actions. However, in the absence of such procedures or policies, or under broadly stated objectives, the employee may use considerable judgment in researching new mess or club concepts and developing unique management techniques and approaches consistent with the realities of a local, regional, or headquarters mess or club environment and the desires and needs of the community served.

Guidelines may not be confused with the knowledge described under Factor 1.

Level 3-1 — 25 Points

Guidelines such as extensive procedural manuals, established practices and procedures, and oral and written instructions for performing the various basic food, bar, and servicing functions are readily available. The work is performed in strict adherence to the guidelines. All deviations shall be authorized by the supervisor.

Level 3-2 — 125 Points

Numerous procedural guidelines similar to those provided at the 3-1 level are used at this level. In providing food service, bar service, recreational and selected services. the employee uses judgment in selecting guidelines, techniques, and approaches best suited to meet the varied needs of the patron community served. For example, the employee may be required to determine the merits of a decision to add a carryout service in the food department. In such a situation specific guidelines are available but the employee must use judgment in determining the organization, size, and scope of the carryout service. The employee must consider the following factors:

- Is the community served (authorized patronage) large enough to support the added speciality area?

- Can the added speciality area be supported adequately with the current workforce?

- Can the offered items be priced competitively and totally self-sufficient?

- Will special equipment or packaging supplies be needed to support this service?

On the other hand, the decision to expand this carryout service to patrons from other messes or clubs on the installation or in the local area constitutes a significant deviation from established guidelines and shall be referred to the supervisor or higher authority for final evaluation and decision.

At this level, advice, assistance, and prior approval of the supervisor or higher authority is required for major deviations from established guidelines or for significant departures from established procedures and practices.

Level 3-3 275 Points

Guidelines relating to planning, organizing, and directing the activities of a mess or club consist largely of DoD Component-wide administrative procedural manuals, policies, and regulations and certain traditional business practices. Because of a combination of factors, such as operational limitations resulting from the condition, size, or age of the physical facility; requirements levied by the installation commander; type and level of administrative support provided by central accounting, maintenance, and procurement offices, the available guidelines and regulations lack sufficient detail to cover adequately the unique characteristics of any given mess or club in any given geographic area.

Therefore, the employee at this level interprets and adapts the guidelines, makes compromises, and develops and implements standard internal operating procedures to control accounting and financial functions, warehousing and procurement activities, consumable inventories, cash receipts and disbursements, and the like, to meet the particular needs of the mess or club.

Level 3-4 450 Points

Guidelines that consist largely of DoD Component-wide policies, regulations, and certain traditional business practices are of limited use. At this level, the employee is concerned with mess or club program planning and management advice involving unique situations and conditions that affect the overall service and recreational programs available to the patron community. Typically, situations that usually are not covered completely by guidelines are (1) a military installation in which the size and mix of the eligible patron community is changing constantly; (2) a mess or club activity located on a military installation housing several commanders, with variations among the stated requirements of the several commanders; (3) the employee is responsible for the administration, financial, and operational management of a primary mess or club with one or more annexes; (4) regular requirements to plan special activities and events requiring formal protocol to general officers, other dignitaries, and their guests.

The employee uses initiative and resourcefulness in deviating from traditional practices to meet the requirements to serve the patron community and satisfy installation commander objectives consistent with DoD Component policies and procedures.

Level 3-5 650 Points

This level is characteristized by the availability of federal, state, and municipal policies, regulations, laws, ordinances, and legislative proposals concerning such factors as the purchase, design, development, construction, and effective use of DoD Component-wide mess or club resources.

The employee shall exercise considerable judgment and ingenuity in interpreting and adapting available policies or regulations and in developing new, unique, or improved management criteria or methodology when existing guidelines are lacking in content and applicability. Guidelines are nonspecific and stated in terms of broad policies and goals that necessitates extensive interpretation to define the extent and intent of coverage. The employee is a recognized technical authority on the interpretation of guidelines, policies, and regulations covering overall mess and club managerial and administrative operations.

FACTOR 4 - COMPLEXITY

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods involved in the management, operation, and use of mess or club assets and resources; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work. At the low end of the scale, the work involves a number of related tasks in support of specific management or technical operations required in the implementation of mess or club programs or the operation and maintenance of physical mess or club assets. At the high end of the scale, the work involves broad management planning and budgeting as a means of coordinating work forces and other resources, and consulting or negotiating with other managers, patrons, and installation representatives on broad programs or problems concerning the development, operation, maintenance, and use of mess or club assets.

The difficulty and originality involved in performing assigned work and the decisions regarding what needs to be done are affected by:

- The extent to which there is competition for business from outside commercial establishments.

- The range in membership in terms of tastes and preferences for food, beverages, entertainment, social, and other club activities; the extent to which the size and mix of membership may change over time.

- The size and mix of the subordinate work force (part-time and full-time).

- The frequency of special events.

- The condition of the facilities involved and the degree to which maintenance or other physical conditions are a continuing or regular problem.

The work performed by the employee, regardless of the grade level assigned to the position, requires in varying degrees the assumption and accomplishment of the following basic duties and responsibilities:

- Serving as advisor on club operations to the installation commander or other supervisory-level management official.

- Being answerable to the installation commander or other supervisory management official for overall management and operation of the mess or club and the performance of subordinate employees.

- Establishing planning and operating guidelines, goals, and objectives of the mess or club with respect to:

o Basic food and beverage operations and associated activities such as menu planning, dining room service, and patron traffic flow.

o Entertainment and other social and recreational programs.

o Administrative management and support matters such as storage and inventory, procurement of goods and services, budget preparation, financial management, personnel management, facility improvement.

- Monitoring club operations and evaluating results.

- Identifying club operational problems and program improvements needed.

- Carrying out supervisory duties such as approving selection of employees, evaluating performance, initiating personnel actions, taking or approving disciplinary actions.

- Ensuring that proper military protocol and decorum are practiced in the various activities of the mess or club.

Level 4-1 — 25 Points

At this level, the work consists of a limited variety of well-defined and directly related administrative tasks. For example, the selection of menu items that are additional to local policy but based on a documented patron survey, or adjusting social and recreational programs and the employees work schedules to accommodate a sudden troop deployment that would affect adversely the income generated by the mess or club; or the preparation, assembly, and distribution of preliminary summaries pertaining to assigned topics of a technical or administrative nature are typical of mess or club management functions performed at this level.

The work is performed, as indicated by the supervisor or as defined in local guidelines or previously encountered instructions, with little or no choice in deciding what needs to be done.

The work consists of the application of specific criteria related to such factors as normal operating hours, number and kinds of employees required to support mess or club management activities, or the identification of factors that are readily discernible in DoD Component releases concerning mess or club activities.

Level 4-2 — 75 Points

At this level, the work usually consists of selected assignments that involve a number of related sequential steps, methods, and practices designed to orient the incumbent in the practical application of mess or club management principles and techniques. For example, the work may involve the preparation of staffing plans and identifying tasks to be performed by employees assigned to the various departments of the mess or club organization and other parameters of interest, or searching technical reports, evaluating information, and drafting reports or replies to inquiries that can be used by senior staff members as the basis for recommendations or interpretations.

The work involves the consideration and selection of various methods or techniques that usually are defined in policies and instructions and are apparent, applicable, and readily verified to accomplish such functions as making arrangements with patrons to host a social affair, adjusting the operating schedule to take into account such last minute problems as "no-show employees," processing routine patron complaints, processing requests for repair and maintenance of equipment, or the need to issue revised directives based on operational changes issued by higher authority.

Variations in the work usually stem from differences in such factors as the size and mix of the authorized mess or club membership, the condition of facilities and equipment, or in the nature of inquiries received that require the identification and analysis of the interrelationships of a few such impacting factors. The size, nature, and scope of the mess or club programs involved at this level are such that special activities, problems, and decisions that occasionally arise are handled with relative ease and without adversely affecting activities.

Level 4-3 150 Points

The work at this level consists of assignments involving the relatively independent performance of numerous standard mess or club management functions requiring different methods or techniques. Assigned tasks are conventional with clearly identified objectives. For example, serving as a member of periodic or special mess or club survey or audit teams to determine mess or club requirements; responding to patron needs and desires; inspecting mess or club facilities and equipment as a basis for developing recommendations for maintenance or improvement projects; establishing the validity of payment claims and current procurement and accounting practices; and performing other activities related to the use, operation, and management of mess or club activities and assets are typical of the duties performed at this level.

Generally, the work performed at this level is prescribed in established schedules, procedures, or plans. However, issues concerning compliance or conformity with established mess or club operating parameters or criteria often may require such methods as reviewing past operational programs; examining management records, forms, or practices; interviewing personnel or patrons; or performing physical inspections of the facilities to identify deficiencies, assess damages, and determine the appropriate corrective measures required.

The work involves conditions and factors that must be identified and considered during completion of assigned tasks. For example, the type, size, and location of the mess or club often may affect problem-solving methods or techniques. In addition, some assignments may require evaluation of plans, working conditions, general physical condition of the facilities in relation to the programs offered, or the identification of organizational overexpenditures, duplications, or improper recordkeeping to develop recommendations for management action.

Level 4-4 225 Points

The work at this level consists of continuing assignments involving direct responsibility for the management control of one or more messes or clubs on an installation. The work typically involves the application of the full range of methods and processes related to the selection of various planning approaches

and solutions such as whether to develop a program to attract specific employee skills or whether to eliminate the activity so that specific skills are not needed. More specifically, such decisions must be based on a thorough assessment of unusual situations and the accumulation and evaluation of important but sometimes conflicting data upon which to arrive at the most effective and efficient solution. Such operations vary among programs and projects depending upon the organization of the mess or club and the patron community served and often require additional review to resolve conflicting functions or erroneous data.

The work usually requires the assessment of such critical elements as employee turnover rates, current and projected operating costs, utility conservation efforts, and structural or physical condition of mess or club facilities and assets to formulate recommendations or directives governing mess or club operations and maintain control of allotment obligations and expenditures to ensure mess or club fund limitations are observed. The work also requires analysis of problem areas or deficiencies, determining the feasibility of program changes and improvements or repairs to equipment within the framework of cost and projected targets, and the development of recommendations and justification concerning funds, personnel, supplies, equipment, and materials to support and accomplish all mess or club activities.

Level 4-5 325 Points

The work at this level consists of assignments involving management planning, cost control, and coordination of work forces and resources; negotiating with management and patrons on complex program matters and problems; and providing expert advisory services to management, technical and supervisory personnel within the DoD Component, in other government agencies, and in the hospitality industry, regarding mess or club management programs and the operation and the use of mess or club assets.

The work requires the selection and use of many different and unrelated techniques and methods in the formulation, presentation or enactment, or execution of requests or recommendations to cover substantive social and recreational programs with widely varying needs, goals, objectives, work processes, and timetables. The employee makes recommendations concerning changes in funding and budget plans that require corresponding changes in substantive programs (such as the type and level of services or benefits provided to the patron community served).

Recommendations concerning the acquisition, use, or availability of funds for social and recreational program requirements are based upon detailed analysis and consideration of program requirements in relation to budgetary and operational requirements, policies, methods, and sources and types of funding. The work also requires identifying, quantifying, and evaluating the mutual effects and interrelationships between social and recreational program goals and accomplishments and the execution of such work within the framework of existing facilities and equipment and budgetary resources.

FACTOR 5 - SCOPE AND EFFECT

This factor covers the relationship between the nature of the work in terms of the purpose, breadth, and depth of mess or club assignments, and the effect

of work products or services both within and outside the organization. At the lower end of the scale, the purpose is to perform specific routine administrative functions that have little impact beyond the individual mess or club. At the high end of the scale, the purpose is to develop mess or club program policies that are essential to DoD Component-wide mess or club programs and affect large numbers of patrons serviced and personnel employed by the DoD Component or other DoD Component instrumentalities on a continuing basis.

Only the effect of properly performed work shall be considered. No credit is given for the possible consequences of employee error.

Level 5-1 — 25 Points

The purpose of the assignment is to accomplish specific processing and disposition of a limited variety of activity reports, or to provide routine social and recreational services to the patron community served. Work assignments frequently are for training purposes and designed to acquaint the employee with the technical methods and practices of mess or club management.

The work product or service is required to ease the work of senior staff members or the timely provision of limited services to patrons; however, it has little impact beyond the immediate organizational unit.

Level 5-2 — 75 Points

The purpose of the work primarily is to provide assistance to senior staff members by performing selected work assignments in accordance with basic procedures and instructions. The work, which might involve physical inspections, processing complaints, appraising local submissions, reviewing vouchers or certifications, and other similar tasks, usually composes a segment of an assignment or project of broader scope.

The work product or service affects the adequacy, responsiveness, and accuracy of projects and programs administered by senior staff members.

Level 5-3 — 150 Points

The purpose of the work is to plan, schedule, coordinate, or monitor the operational management and efficient use of mess or club projects and programs, facilities, and resources; to analyze problem areas; and to recommend or implement corrective measures within the framework of mess or club program requirements. The work which involves treating a variety of patron-related problems, formulating directives, and evaluating the adequacy of services provided affects the efficiency of mess or club program operations and the relationship that exists between the mess or club personnel and authorized patrons.

Level 5-4 — 225 Points

The purpose of the work is to provide expertise as a specialist in mess or club management techniques and methodology by furnishing advisory services to subordinate and other organizations on specific problems, projects, programs, and functions. The work involves the development of management plans and criteria related to the application of DoD Component-wide mess or club policies.

Work products affect major segments and activity areas of the DoD Component mess or club policies and programs.

Level 5-5 325 Points

The purpose of the work is to develop mess or club management program policies, resolve critical problems or issues related to policy application or conflict, and coordinate major program functions within the DoD Component and among other DoD Components or federal agencies.

The work affects the development of DoD Component-wide mess or club policies, the work of other mess or club advisors or program managers, and the well being of a substantial number of people.

FACTOR 6 - PERSONAL CONTACTS

This factor includes face-to-face contacts, telephone, or other dialogue with persons not in the supervisory chain. Levels described under this factor are based on what is required to make the initial contact, the difficulty of communicating with those contacted, and the setting in which the contact takes place.

The nature of the contacts ranges from those with other mess or club personnel in the immediate work unit to contacts with officials from other federal agencies, and with representatives from public and private agencies and organizations.

Points shall be credited under this factor only for contacts that are essential for successful performance of the work and that have a demonstrable impact on the difficulty and responsibility of the work performed.

The relationships between Factors 6 and 7 presume that the same contacts will be evaluated for both factors. Therefore, the personal contacts that serve as the basis for the level selected for Factor 7 shall serve as the basis for selecting a level for Factor 6.

Level 6-1 10 Points

Personal contacts are with other mess or club personnel, senior staff members, and specialists or technicians within the immediate office or related support units within the organization.

Level 6-2 25 Points

In addition to the office contacts described at Level 6-1, personal contacts include applicants for employment and club membership; mess or club patrons, or their dependents; mess or club personnel from various headquarters, regional, or field levels of DoD Component or local mess or club authority; and visitors from other operating offices at the installation. The contacts usually are established on a routine basis at the employee's workplace.

Level 6-3 60 Points

In addition to the DoD Component contacts described at Level 6-2, personal contacts include a variety of management officials and representatives of public, private, and law enforcement agencies; mess or club committees; union representatives; patron and public action groups; contractor and vendor representatives; and officials of professional business organizations. On occasion, contacts are made with local groups and representatives of civic, welfare, or recreational organizations. The assignments or objectives dictate the frequency of personal contacts. They are held at the employee's workplace, or at the workplaces, meeting halls, conference facilities, or other locations available to the persons contacted.

Level 6-4 110 Points

Personal contacts are with high ranking officials from outside the Department of Defense, including members of Congress, nationally recognized recreation and hospitality officials, state governors, city mayors, and presidents of large national firms. In addition, the employee may participate as a technical expert in committees and seminars of national importance. These contacts usually are in highly unstructured settings, conducted under a variety of different ground rules, and may be established during routine and unscheduled problem-related visits, or at special investigative hearings, task group discussions, or other proceedings initiated by the persons contacted.

FACTOR 7 - PURPOSE OF CONTACTS

Purpose of personal contacts ranges from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, or objectives. The personal contacts that serve as the basis for the level selected for this factor must be the same as the contacts that are the basis for the level selected for Factor 6.

Level 7-1 20 Points

Contacts are for the purpose of gathering or exchanging information or facts.

Level 7-2 50 Points

In addition to exchanging information, the purpose is to plan or coordinate management functions with other DoD Component mess or club personnel; serve as the principal point of contact and discuss matters related to the type, variety, and frequency of social and recreational services, technical requirements, or other areas of interest with local mess or club representatives; resolve or eliminate problems; reach general agreement on techniques; and clarify established goals, objectives, and responsibilities. The persons contacted usually are interested in seeking improvements and economies in the management and use of mess or club facilities.

Level 7-3 120 Points

The purpose is to influence or persuade DoD Component or local mess and club higher levels of authority and local special interest committees or groups to accept

proposed new or revised plans, programs, schedules, technical or policy requirements, and methods that have elements of conflict; to negotiate or mediate agreement among conflicting parties; or to justify the feasibility or validity of proposals concerning mess or club social and recreational activities and services, facilities, or resources to DoD Component officials or committees that are composed of mess or club specialists and others authorized to grant approvals. The persons or groups contacted may be skeptical or uncooperative, and such contacts require skill in approach or methodology to obtain the desired objective or effect.

Level 7-4 — 220 Points

The purpose is to justify, defend, negotiate, or settle significant or highly controversial matters pertaining to mess or club policies or programs. The work often involves presenting agency goals and objectives at professional conferences or committees convened to plan long-range mess or club programs and develop standards and guides for broad activities. The work involves meeting with other experts having a variety of viewpoints or objectives on issues of considerable consequence or importance; presenting DoD Component's rationale or position on specific problems; and participating in the problem-solving process by negotiation, compromise, or developing suitable alternatives.

FACTOR 8 - PHYSICAL DEMANDS

This factor covers the requirements and physical demands placed on mess or club managers, specialists, and assistants by the work assignments. This includes physical characteristics and abilities and the physical exertion involved in the work (such as walking, standing, bending, climbing, or kneeling). To some extent the frequency or intensity of physical exertion also must be considered, for example, a job requiring frequent and prolonged standing involves more physical exertion than a job requiring intermittent standing.

Level 8-1 — 5 Points

The work principally is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying light books, or driving an automobile. No special physical demands are required.

Level 8-2 — 20 Points

The work requires some physical exertion involved in frequent onsite visits to mess or club locations to conduct inspections of facilities, buildings, or operations. The work involves long periods of standing, sometimes walking over uneven surfaces, climbing stairs, bending, reaching, or similar activities.

FACTOR 9 - WORK ENVIRONMENT

This factor covers the risks, discomforts, or unpleasantness that may be imposed upon employees by various physical surroundings, environmental conditions, or job situations including the use or wearing of safety equipment or devices associated with such conditions.

Level 9-1 — 5 Points

The work involves normal risks or discomforts associated with an office environment. The work area usually is adequately lighted, heated, and ventilated. There may be occasional exposure to dusty or dirty conditions while visiting messes or clubs, or facilities undergoing repair, maintenance, or renovation.

Level 9-2 — 20 Points

The work involves frequent exposure to moderate discomforts, risks, or unpleasantness such as high level noises and vibrations, dust and grease, irritant fluids or fumes, moving parts of machines, and external weather conditions. The work may require the use of protective garments or devices such as hats, masks, boots, goggles, or shields when visiting construction sites.

DOD NAF BENCHMARK DESCRIPTIONS

Series UA-1101 BMK# 1

Grade 7

MESS OR CLUB MANAGER, UA-7

This position is located in the mess or club office at a military installation. The incumbent is responsible for the onsite management of a variety of established mess or club social and recreational services and programs and usually works under the guidance of a higher level management official. The work normally involves the performance of routine and standard mess or club management functions that usually are a complete segment of a broader overall mess or club operation.

DUTIES

The incumbent:

- Is responsible for the operation and control of the assigned mess or club activities in accordance with established policies, procedures, and guidelines. Work assignments normally are accomplished under the guidance of a higher level management official. Designated social and recreational problems generally include but are not limited to providing food and bar service, catering service, entertainment for special holidays or celebrations, bingo games, and other similar activities.

- Recommends changes to local policies, guidelines, and standard operating procedures to achieve designated objectives and improve operational effectiveness.

- Assigns personnel to specific duties and reassigns workers consistent with workload and program requirements.

- Conducts special studies or reviews as assigned. For example, collects and assembles statistical data regarding past and current operations and maintenance expenditures. Reviews data and prepares short range estimates of projected costs for use by other installation personnel in the preparation of financial reports or budgetary requests.

- Participates in resolving a variety of mess or club administrative and operational problems by assembling facts, evaluating information, and drafting reports and answers to correspondence that can be used as the basis for recommendations, interpretation, and decisions by higher level management officials.

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION - LEVEL 1-5 750 Points

Knowledge of the fundamental principles, methodology, and techniques involved in the operational management of assigned mess or club programs and efficient utilization of existing facilities and equipment.

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1101	7	1

Knowledge of and skill in performing regular or periodic reviews or inspections of local authorized mess or club practices concerning a variety of assigned social and recreational activities. Ability to evaluate the adequacy of assigned local mess or club social and recreational activities and practices, and prepare reports and recommendations concerning the improvement or correction of deficient mess or club activities.

FACTOR 2 - SUPERVISORY CONTROLS - LEVEL 2-3 275 Points

The supervisor makes assignments by defining established social and recreational program requirements, work priorities and deadlines, and assisting the incumbent with situations not covered by established precedents or guides.

The incumbent exercises resourcefulness and initiative in the management of the assigned mess or club social and recreational activities in accordance with established mess or club policies, instructions, directives, or prior training.

Technical and administrative reports, inspection findings, and other work products shall be reviewed for technical adequacy and compliance with local policies and regulatory requirements.

FACTOR 3 - GUIDELINES - LEVEL 3-2 125 Points

The incumbent is provided with a number of regional and area office instructions, procedures, and mess or club operational standards that usually are applicable to the assigned work. Specific guidelines, operational requirements, inspection instructions, and related supporting materials also are available for reference use.

The incumbent shall select and interpret the appropriate management guide for the assigned tasks. Established procedures shall be applied. However, the incumbent may select from among alternative methods or approaches within the framework of the established guidelines. Unusual problems shall be referred to the supervisor for resolution.

FACTOR 4 - COMPLEXITY - LEVEL 4-3 150 Points

The work involves the performance of a variety of standard mess or club management functions related to the administration, control, and evaluation of established social and recreational services available to the patron community that usually are a complete segment of a broader overall mess or club complex.

The work involves a number of routine factors or conditions, usually related to the size, mix, and desires of the patron community; the age, cost, and maintainability of the mess or club facility; and equipment that must be considered to determine the nature or extent of recommendations or corrective actions required.

Decisions regarding what needs to be done usually depend upon the evaluation of information, data, or facts developed during inspections, surveys, or interviews, to determine the extent of required management action. However, the incumbent is not expected to resolve unusually complex problems or conditions.

Series	Grade	BMK#
1101	7	1

FACTOR 5 - SCOPE AND EFFECT - LEVEL 5-2 — 75 Points

The work involves the execution of assigned social and recreational programs in accordance with specific mess or club management procedures and instructions. The work typically composes a complete segment of a broader overall mess or club operation.

The work affects the adequacy and efficiency of social and recreational programs administered under the guidance of a higher level management official.

FACTOR 6 - PERSONAL CONTACTS - LEVEL 6-2 — 25 Points

Personal contacts include subordinate employees, patrons, maintenance personnel and other mess or club management personnel from various levels within the DoD Component and installation, and visitors from other operating offices at the installation. These contacts are usually established on a scheduled or routine basis at the employee's workplace.

FACTOR 7 - PURPOSE OF CONTACTS - LEVEL 7-1 — 20 Points

The purpose is to obtain, clarify, or exchange information related to DoD Component's local mess or club operational requirements and practices and other general, technical, and administrative facts or data.

FACTOR 8 - PHYSICAL DEMANDS - LEVEL 8-1 — 5 Points

The work principally is sedentary. Some walking, standing, carrying books or files or driving a vehicle to and from mess or club sites may be required. However, no special physical demands are involved.

FACTOR 9 - WORK ENVIRONMENT - LEVEL 9-1 — 5 Points

The work involves normal discomforts associated with an office environment. There may be occasional exposure to noisy, dusty, or dirty conditions during onsite visits. The work area usually is adequately lighted, heated, and ventilated.

TOTAL POINTS 1430

DOD NAF BENCHMARK DESCRIPTIONS

Series UA-1101 BMK# 1

Grade 9

MESS OR CLUB MANAGER, UA-9

This position is located in the mess or club office at a military installation. The incumbent is responsible for the onsite management of a variety of mess or club social and recreational services or programs and is the principal point of contact concerning the operational management of the established programs and the utilization of related facilities and other resources.

DUTIES

The incumbent:

- Formulates local instructions and directives within the framework of local and DoD Component policies concerning established social and recreational services or programs, subordinate responsibilities, reporting procedures, maintenance, modernization, or other related operational requirements.

- Conducts management reviews of onsite programs and activities; identifies problems or deficiencies related to the administration of established social and recreational services and recommends or implements appropriate corrective measures; and determines the extent of changes and improvements within the framework of current or proposed budget limitations and recommends or implements required activities to meet the desires and needs of the patron community served.

- Reviews current expenditures for mess or club operations and maintenance activities; estimates projected costs; and develops the onsite mess or club portion of the installation's overall financial plan.

- Coordinates assigned activities with higher level management officials in ensuring that local onsite mess or club programs comply with DoD Component regulations and requirements. Develops and submits to higher level management officials recommendations to improve or modify service to the military customer and proposals or planning documents containing requests and justification for funds, personnel, and equipment required to accomplish the assigned mess or club mission.

- Represents the installation mess or club at various conferences, civil hearings, or negotiations with other federal, state, or municipal organizations concerning present or future mess or club operational proposals and problems.

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION - LEVEL 1-6 950 Points

Knowledge of DoD Component mess and club management procedures and general business practices related to the operational management of social and recreational programs and the effective utilization of mess and club facilities and equipment.

Series	Grade	BMK#
1101	9	1

Skills in developing directives, instructions, and procedures concerning the administration of social and recreational activities and utilization of the mess and club resources; conducting surveys and audits to identify program deficiencies; determining the impact of changes to the services provided the patron community and repairs to the facilities and equipment, or other corrective measures; and coordinating the scheduling or implementing the work with other organizational activities.

Knowledge of DoD Component cost and funding control procedures and skill in the maintenance and control of expenditures to ensure limitations are observed. Knowledge of social and recreational program planning requirements and skill in developing recommendations and justifications for major modifications to the mess or club activities.

FACTOR 2 - SUPERVISORY CONTROLS - LEVEL 2-3 275 Points

The supervisor or higher level staff official makes assignments by defining organizational responsibilities and social and recreational program and management objectives. The supervisor provides advice, assistance, and support in unusual or controversial situations.

The incumbent plans and carries out assignments to completion on a timely basis in accordance with DoD Component procedures, local instructions, and accepted practices.

The supervisor appraises performance by evaluation of mess or club operations through occasional review of records and reports, results of higher headquarters inspections, and complaints or other comments offered by patrons.

FACTOR 3 - GUIDELINES - LEVEL 3-3 275 Points

The incumbent is provided with DoD Component-wide mess or club regulations, standards, handbooks, schedules, and other procedures that generally are applicable to the work, but lack sufficient detail for specific decisions or actions.

The work requires judgment and initiative, interpretation and application of services programs, maintenance, funding, and other guides, and originality in adopting such guides for specific work situations or special projects within the framework of established objectives. The incumbent also must review and evaluate mess or club operational procedures, workflow, and methods as they affect the cost of maintenance and the adequacy and availability of mess or club facilities and recommend changes or adjustments conducive to increased efficiency and economy of operations.

FACTOR 4 - COMPLEXITY - LEVEL 4-4 225 Points

The work includes continuing assignments with direct responsibility for the operation of the mess or club social and recreational programs and efficient utilization of mess or club facilities. The incumbent must apply the full

Series	Grade	BMK#
1101	9	1

range of methods and processes related to planning, scheduling, and coordinating of mess or club management activities to the available resources.

Decisions regarding what needs to be done include the assessment of the size and mix of the patron community, cost targets, mess or club adequacy standards; and required changes, waivers, or exceptions to mess or club operational policies. Similarily, the incumbent must evaluate the effectiveness of contracted services and functions.

The work requires making decisions regarding the interpretation of data related to turnover rates, private sector wages, current and projected operating costs and funding limitation, and merchandise and equipment inventories. The work also requires technical studies of the needs and desires of the patron community and the development of plans and proposals to accomplish major mess or club activities.

FACTOR 5 - SCOPE AND EFFECT - LEVEL 5-3 150 Points

The purpose of the work is to plan and coordinate the operation of a variety of social and recreational programs and utilization of the facilities assigned, review and evaluate conventional problem areas, and implement corrective actions. The work affects the overall effectiveness and efficiency of the mess or club program operations consistent with specific installation or DoD Component program goals and the specific needs and desires of the patron community served.

FACTOR 6 - PERSONAL CONTACTS - LEVEL 6-3 60 Points

Personal contacts are with individuals and groups from inside and outside the DoD Component and local installation. The contacts include other installation mess or club management officials, patron community groups, public officials, vendor and contractor representatives, and private individuals. Most contacts are established when required to resolve problems and may be held inside or outside the area office.

FACTOR 7 - PURPOSE OF CONTACTS - LEVEL 7-3 120 Points

The purpose of contacts is to obtain compliance with DoD Component mess or club operational requirements and settle issues of conflict among the persons or groups contacted. This often requires efforts to influence or persuade local mess or club officials who are skeptical and patrons or their group leaders with special interest objectives.

FACTOR 8 - PHYSICAL DEMANDS - LEVEL 8-1 5 Points

The work principally is sedentary. No special physical demands are involved.

FACTOR 9 - WORK ENVIRONMENT -LEVEL 9-1 5 Points

The work involves normal risks or discomforts associated with an office environment. The work area usually is lighted, heated, and ventilated adequately.

TOTAL POINTS 2065

DOD NAF BENCHMARK DESCRIPTIONS

Series UA-1101 BMK# 1

Grade 11

MESS OR CLUB MANAGER, UA-11

This position is located in the mess or club office at a military installation. The incumbent is responsible for the management control of one or more installation messes or clubs and for the accomplishment of broad management functions associated with the administration of the mess or club social and recreational services or programs, and managing the operation and utilization of mess or club facilities and other assets. The incumbent also provides technical guidance to lower grade mess or club management personnel involved in performing routine segments of the assigned work.

DUTIES

The incumbent:

- Develops overall facility plans and procedures for mess or club administration, patron relations, employee relations, assignment procedures, program requirements, social and recreational service practices, maintenance conditions, and related mess or club activities.

- Develops procedures and instructions concerning mess or club social and recreational activities consistent with the desires and needs of the patron community.

- Evaluates management, operating costs and maintenance; prepares statistical data, develops information that includes current expenditures and estimates of future costs based on the specific social and recreational programs to be maintained, modified, added, or deleted; and develops rationale to support program modifications and related budget proposals.

- Makes studies and surveys of local and agency policies and regulations governing the patron community life, and recommends new policies, procedures, or amendments that will improve mess or club administrative policies.

- Monitors the mess or club office activities pertaining to the provided social and recreational programs, including special projects and modernization programs. Reviews mess or club activity reports and audit summaries prepared by lower level staff members and develops instructions, procedures, or guides related to improved management performance or correction of identified deficiencies.

- Coordinates the mess or club management program with local authorities and agency-level representatives to ensure adequate services and facilities are provided.

- Represents the installation at various conferences, civil hearings, or negotiations with federal, state, or municipal organizations concerning current and future mess or club programs, practices, and trends.

Series	Grade	BMK #
1101	11	1

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION - LEVEL 1-7 — 1250 Points

Comprehensive knowledge of federal and DoD Component mess or club policies, regulations, administrative practices, and procedures related to management planning, budgeting, scheduling, and coordinating the mess or club social and recreational programs and for the efficient operation and use of assigned facilities and equipment.

Knowledge of and skill in the application of a wide range of mess or club management principles, concepts, and methodology to a variety of complex assignments involving the full range of mess or club social and recreational activities, including operations and maintenance, financial management, assignment utilization, improvements, management-patron relations, and merchandise and equipment management.

FACTOR 2 - SUPERVISORY CONTROLS - LEVEL 2-4 — 450 Points

The supervisor sets the overall mess or club goals and objectives and, in consultation with the incumbent, establishes the scope and range of work programs to be performed.

The incumbent plans, schedules, and coordinates the work among lower grade mess or club management personnel; resolves most conflicts; interprets policy; and determines methods and practices required to complete and maintain social and recreational programs and activities.

Performance normally is evaluated by assessment of the overall results attained. Specific studies related to long range planning usually is reviewed technically by the supervisor.

FACTOR 3 - GUIDELINES - LEVEL 3-3 — 275 Points

The incumbent is provided with a variety of DoD Component-wide regulations and manuals applicable to maintaining a mess or club activity for eligible patrons and dependents, and other directives concerning the functions of mess or club service organizations. However, these guides frequently lack sufficient detail on which to base day-to-day management decisions.

The incumbent must select, interpret, and adopt the guidelines in the performance of studies, analyses, reviews, and evaluations. The incumbent must often make compromises and adaptations within the framework of established objectives and develop recommendations for changes, improvements, or more efficient operations.

FACTOR 4 - COMPLEXITY - LEVEL 4-4 — 225 Points

The work consists of continuing assignments involving a wide variety of different and unrelated methods and processes related to the direct onsite management of one or more installation facilities. Typically, the assignments concern the planning and actual operation of a wide variety of social and recreational programs and the maintenance, use, and occasionally the acquisition of additional or replacement of mess or club assets.

Series	Grade	BMK #
1101	11	1

Decisions regarding what needs to be done include the assessment of problems encountered that may pertain to any or all phases of program management such as significant changes in the needs and desires of the patron community served, and aggravated patron relations. Critical management problems can occur because of heavy influx of transferred personnel or a significant and sudden reduction in the number of eligible patrons in the installation serviced. Similarly, problems arise in the accomplishment of recurring maintenance work usually attributed to the age and condition of the facilities and equipment or the difficulty in maintaining a self-sustaining mess or club operation due to competition for business from outside commercial establishments. The incumbent must be alert for possible trouble areas to avoid discontent among patrons and installation military command officials and continually must evaluate mess or club functions or data to identify variations or conflicts.

The work requires making many decisions concerning such factors as maintaining optimum patron participation and income levels, and monitoring and controlling expenditures to ensure limits are observed. The work also requires the development of proposals and justification for additional funds or materials to facilitate corrective measures deemed appropriate.

FACTOR 5 - SCOPE AND EFFECT - LEVEL 5-3 150 Points

The work involves treating a variety of operational and administrative problems by planning, scheduling, and coordinating the operation of the mess or club social and recreational programs and effectively and efficiently using assigned facilities and equipment. It also involves resolving a variety of patron-related problems, formulating directives, and evaluating the adequacy of services provided.

FACTOR 6 - PERSONAL CONTACTS - LEVEL 6-3 60 Points

Personal contacts are with a variety of management officials and representatives from inside and outside the DoD Component and local installation. The contacts include other installation- and agency- level mess or club management officials, contractor and vendor representatives, and officials of civic, welfare, or recreational organizations. Such contacts usually are established on an "as needed" basis in a variety of locations.

FACTOR 7 - PURPOSE OF CONTACTS - LEVEL 7-3 120 Points

In addition to exchanging information and coordinating area office management functions concerning established social and recreational services, the incumbent frequently is required to influence or persuade higher level mess or club management officials to accept revised or modified schedules and plans or policy requirements that may form the basis of conflict. Assignments also require meeting with DoD Component or area office committees to review the feasibility of local proposals and justify decisions or actions related to such proposals or other areas of interest.

Series	Grade	BMK #
1101	11	1

FACTOR 8 - PHYSICAL DEMANDS - LEVEL 8-1 — 5 Points

The work usually is sedentary and involves sitting comfortably to accomplish most tasks. However, there may be some walking, carrying light items, standing, or driving an automobile while visiting local facilities. No special physical demands are required.

FACTOR 9 - WORK ENVIRONMENT - LEVEL 9-1 — 5 Points

The work area usually is lighted, heated, and ventilated adequately. There may be occasional exposure to dusty or dirty conditions while conducting onsite visits to other local facilities.

TOTAL POINTS 2540

DOD NAF BENCHMARK DESCRIPTIONS

Series UA-1101 BMK #1

Grade 12

MESS OR CLUB MANAGER, UA-12

This position is located at a centralized mess or club office at a military installation. The incumbent is the senior mess or club manager and is responsible for developing management plans and directives concerning the planning, scheduling, and coordinating all major social and recreational activities, and the operation and utilization of mess or club assets and facilities associated with the installation. In addition, the manager directs the overall installation mess and club activities and serves as technical advisor to other installation personnel, DoD Component representatives, and lower grade mess or club management personnel on matters related to mess and club problems and procedures.

DUTIES

The incumbent:

- Performs or directs periodic or scheduled surveys, audits, reviews, and inspections to determine overall mess and club operational conditions and requirements.

- Evaluates overall mess and club management objectives, identifies most economical and efficient management practices and prepares directives, guides, and other procedural releases for application by lower grade mess and club management personnel in the administration, control, and implementation of current and additional social and recreational activities and services.

- Coordinates with other installation or DoD Component mess and club management officials in the development of management plans to ensure all administrative and technical areas are covered; to ensure areas of overlapping responsibilities such as financial management, procurement, maintenance, and type, frequency, and variety of social and recreational programs and other program elements are considered properly; and to ensure and that the overall mess and club program goals, objectives, and schedules are met.

- Develops guides, procedures, and instructions within the framework of agency policies, governing the management functions related to providing required social and recreational services, maintenance and repair of mess and club facilities or related equipment, cost reporting, and other major activities.

- Formulates current and long-range mess and club improvement plans within the framework of established DoD Component objectives, policies, and standards.

- Performs or directs the preparation of budget estimates and control of disbursement funds and maintenance of harmonious relationships among patrons, management personnel, and the surrounding community.

Series	Grade	BMK #
1101	12	1

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION - LEVEL 1-7 — 1250 Points

Comprehensive knowledge of federal and DoD Component mess or club policies, requirements, administrative practices, and procedures related to the planning, budgeting, scheduling, and coordinating of mess and club social and recreational programs and the efficient operation and utilization of facilities and equipment. Skill in negotiating major program issues and operational requirements with personnel inside and outside the DoD Component and local installation, community organizations, and patrons.

Knowledge and skill in directing the application of mess or club management principles, concepts, and methodology to a variety of conventional and unusually difficult and complex assignments involving the full range of mess or club social and recreational activities including operations and maintenance, financial management, assignment utilization, improvements, management-patron relations, and merchandise and equipment management.

FACTOR 2 - SUPERVISORY CONTROLS - LEVELS 2-4 — 450 Points

The supervisor establishes the overall objectives and identifies the resources available. The mess or club manager in consultation with the supervisor develops priorities, deadlines, and work programs to be performed.

The incumbent plans, schedules and coordinates the work among lower grade mess or club management personnel, resolves most conflicts through negotiation and coordinating the work with DoD Component and local installation officials and specialists, and independently accomplishes objectives within the framework of DoD Component policies.

The work also requires the incumbent to adapt standard practices to resolve unusual situations or to develop such guides for application by lower grade mess or club personnel.

The work usually is reviewed overall in terms of accomplishing established goals and objectives.

FACTOR 3 - GUIDELINES - LEVEL 3-4 — 450 Points

The incumbent usually is provided with general policy or program guides and legal interpretations or precedents related to the management of a full range of social and recreational programs and efficient maintenance and use of assigned facilities and equipment. Specific guides concerning the broad responsibilities for planning and coordinating management activities are not available.

The mess or club manager must use initiative and experienced judgment in the interpretation of broad DoD Component policy and the application of management principles and concepts to the efficient use of work forces, mess or club facilities, and other resources. The incumbent also must formulate management

Series	Grade	BMK #
1101	12	1

techniques or practices to accommodate unique or special problems related to such factors as unusually difficult local conditions or increased emphasis on selected mess or club programs or activities that require radical departure from established methods of operations. Similarly, the work requires the development of procedural guides to supplement higher DoD Component-level issuances.

FACTOR 4 - COMPLEXITY - LEVEL 4-5 325 Points

Assignments are diverse in nature and cover a number of mess or club programs or projects at one or more installation facilities for which a variety of different planning, budgeting, coordinating, negotiating, and advisory functions are required to ensure the efficient and economical development, operation, and management of social and recreational services and local mess or club resources.

The work also requires the selection and use of many different and unrelated techniques and methods to cover substantive social and recreational programs with widely varying needs, goals, objectives, and timetables.

FACTOR 5 - SCOPE AND EFFECT - LEVEL 5-4 225 Points

The work involves the development of management plans and criteria related to the application of DoD Component mess or club policy to include serving in an advisory capacity for all matters related to the management and operation of a full range of social and recreational programs and resources, and independently resolving a variety of unique or unconventional problems and difficulties.

FACTOR 6 - PERSONAL CONTACTS - LEVEL 6-3 60 Points

Personal contacts include lower grade mess or club personnel, other DoD officials, patrons, community groups or officials, security police, vendor and contractor personnel, and others. The contacts are not established on a routine basis.

FACTOR 7 - PURPOSE OF CONTACTS - LEVEL 7-3 120 Points

The purpose of contacts usually is related to gaining acceptance of social and recreational programs by local command and patron community, influencing cooperative attitudes and compliance with mess or club policies or directives; and mediating or negotiating conflicts among employees and labor representatives, security personnel, mess or club management personnel, and others. The incumbent frequently must develop rationale and justify proposed mess or club expenditures to DoD Component officials authorized to grant approvals.

FACTOR 8 - PHYSICAL DEMANDS - LEVEL 8-1 5 Points

The work principally is sedentary. However, there may be some walking, carrying light items, standing, or driving an automobile while visiting local facilities. No special physical demands are required.

Series	Grade	BMK#
1101	12	1

FACTOR 9 - WORK ENVIRONMENT - LEVEL 9-1 — 5 Points

The work area usually is lighted, heated, and ventilated adequately. There may be occasional exposure to dusty or dirty conditions while conducting onsite visits to other local facilities.

TOTAL POINTS 2890

F. NONAPPROPRIATED FUND/APPROPRIATED FUND GRADE LINKAGE CHART

This chart is for information and reference purposes and is not to be used for direct classification.

DOD NAF JOB-GRADING STANDARDS	OFFICE OF PERSONNEL MANAGEMENT POSITION CLASSIFICATION STANDARDS
SINGLE GRADE INTERVAL SERIES	
UA-6 AND ABOVE Direct Application of OPM/DoD NAF-UA Position Classification Standards	
AS/PS-7	GS-5
AS/PS-6	GS-4
AS/PS-5	
AS/PS-4	GS-3
AS/PS-3	GS-2
AS/PS-2	
AS/PS-1	GS-1

DEPARTMENT OF DEFENSE
PUBLICATION SYSTEM

CHANGE TRANSMITTAL

OFFICE OF THE SECRETARY OF DEFENSE
Assistant Secretary of Defense
(Manpower, Installations, and
Logistics)

CHANGE NO. 5
DoD 1401.1-M-1
March 22, 1985

JOB-GRADING SYSTEM MANUAL FOR
NONAPPROPRIATED FUND INSTRUMENTALITIES

The Deputy Assistant Secretary of Defense (Civilian Personnel Policy and Requirements), Office of the Assistant Secretary of Defense (Manpower, Installations, and Logistics), has authorized the following changes to DoD 1401.1-M-1, "Job Grading System Manual for Nonappropriated Fund Instrumentalities," October 1981 (Change 1 was issued October 29, 1982; Change 2 on January 11, 1984; Change 3 on May 23, 1984; and Change 4 on May 31, 1984):

PAGE CHANGES

Remove: Pages i&ii, 4-9 through 4-12, 4-200&4-201, 4-216 through 4-221, 4-233&4-234, and 4-301&4-302.

Insert: Attached replacement pages and new pages 4-12A through 4-12D and 4-303 through 4-306.

Changes appear on pages ii, 4-200&4-201, and 4-233 and are indicated by marginal asterisks. The new pages bear the date of this Transmittal.

EFFECTIVE DATE AND IMPLEMENTATION

The above changes are effective immediately. Forward two copies of implementing documents to the Deputy Assistant Secretary of Defense (Civilian Personnel Policy and Requirements), Office of the Assistant Secretary of Defense (Manpower, Installations, and Logistics), within 120 days.

James L Elmer, Colonel, USAF
for O. J. WILLIFORD, Director
Correspondence and Directives

Attachments: 21 pages

WHEN PRESCRIBED ACTION HAS BEEN TAKEN, THIS TRANSMITTAL SHOULD BE FILED WITH THE BASIC DOCUMENT

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JOB-GRADING SYSTEM MANUAL FOR NAFIs

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#Third Amendment (Ch 5, 3/22/85)

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#Second Amendment (Ch 5, 3/22/85)

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CASHIER-CHECKER PS-2091-2

DUTIES AND RESPONSIBILITIES:

Cashiers-Checkers PS-2 check merchandise, ring up the sale on a cash register, accept money, and make change. They bag or wrap the items purchased and staple the cash register ticket to the bag or wrapper. Incumbents check merchandise for ticket switching, unmarked items, and damaged merchandise. Cashiers-Checkers PS-2 provide management with information concerning customer requests, complaints, price-marking problems, condition of merchandise, time of maximum and minimum patron traffic, fast- or slow-moving items, and the arrival of important visitors. Incumbents may sell merchandise items located at checkout points. These items are typically small and are stocked in racks or hanging containers (for example, cigarettes and candy).

Cashiers-Checkers P-2 are assigned to installation cafeterias or snack bars. The incumbents are stationed at the end of cafeteria serving lines or at snack bar counters. Duties consist of ringing up food, beverage, and merchandise by individual item; totaling the sales; receiving money; and making change. Cashiers-Checkers may sell food and merchandise items such as prepackaged snacks, cigarettes and candy. Incumbents may perform related food service duties, such as setting up the serving line and refilling beverage dispensers.

Cashiers-Checkers PS-2 work at the cashier's booth or counter. They receive patrons' meal checks, total the sales on cash registers, receive money, and make change. They may also process credit card transactions.

SUPERVISORY CONTROLS:

Work is performed independently; however, supervisory assistance is provided in unusual circumstances.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CHILD CAREGIVER PS-0186-0

GENERAL STATEMENT:

Child Caregiver positions function in the context of military child development programs and typically are involved with routine, day-to-day care responsibilities. The actual duties performed will vary according to the type of child development program administered by the employing child care center, the range of services offered (such as full day, part day, and hourly care), the age level of the children for whom care is provided, and the staffing patterns of the employing organization. Essentially, the duties performed are supervising and interacting with the children in a variety of indoor and outdoor activities, implementing daily routines (such as, feeding, diapering/toileting, and rest periods), and carrying out basic health, safety, and sanitary practices and procedures necessary to support the child development program. (Note: Inasmuch as "loving care" is a constant requirement of all classes of child care positions, it is not a useful job-grading factor or variable that changes measurably from one grade to another.)

EXCLUSIONS:

1. Positions in which the preponderance of work and paramount requirement is in an area that requires only incidential or occasional care of children (such as preparation of food, general office work, or janitorial duties performed in a child care setting). These positions should be classified by application of the appropriate job-grading standard for the paramount function.

2. Nonprofessional positions that are responsible for directly applying a structured developmental program designed to contribute to children's social, emotional, cognitive, and physical development. Such positions should be classified by application of the Child Development Assistant, PS-1702 Job-Grading Standard.

3. Positions that require professional knowledge of the field of education. These positions are to be classified through application of the appropriate OPM Position Classification Standards.

TITLES:

Positions covered by the standard will be titled Child Caregiver.

CHILD CAREGIVER PS-0186-2

DUTIES AND RESPONSIBILITIES:

Child Caregivers at the PS-2 level perform routine day-to-day child care duties. This level is considered the entry level for this occupation.

Duties at this level include:

- Receiving children from their parents noting special instructions that parents may provide.

#Second Amendment (Ch 5, 3/22/85)

- Attending to the physical needs of the children by diapering and feeding infants and helping preschoolers with toileting.

- Supervising children's indoor/outdoor play periods. Distributing toys and play materials; demonstrating the use of toys and other materials; and showing children how to do activities such as skip, jump rope, and throw a ball.

- Preparing play materials such as mixing paint and clay and assembling props for shows.

- Talking and listening to children and babies both individually and in groups. May read to children, sing songs, and play simple games with children.

- Providing children with opportunity to develop self-help skills (such as dressing, toileting, and feeding). Assembling and serving meals and snacks to older children and assisting with family style meal service.

- Rocking and holding babies. Consoling children, when necessary.

- Putting children to bed for naps and rest periods and watching over them while they sleep.

- Ensuring cleanliness and safety of children and their play areas. Cleaning and sanitizing equipment and toys, as needed.

- Interacts with children during programed activities. Uses approved disciplinary and caregiving techniques that support overall program objectives.

- Helping children collect their belongings when they leave. Ensuring that each child leaves with his or her parent or someone who is authorized to pick up the child.

SKILLS AND KNOWLEDGES:

Must be familiar with the procedures established at the center regarding fire safety, emergency evacuation, and first aid. The PS-2 level is considered the entry level for Child Caregiver positions. Incumbents are required to undergo training to familiarize them with the policies and procedures established at the center regarding daily routine, illnesses, discipline and caregiving techniques, safety practices relative to indoor/outdoor program activities, and first aid.

SUPERVISORY CONTROLS:

New work assignments, procedures, or conditions are explained thoroughly by the supervisor. Once the incumbent is familiar with the duties assigned, the supervisor provides guidance and direction and checks work in progress to ensure compliance with the center's procedures.

The supervisor always is available to answer questions, provide on-the-job training, and handle unusual situations.

PHYSICAL DEMANDS:

Duties require long periods of standing and walking with continual bending and kneeling in both indoor and outdoor settings. Caregivers are required, on a regular basis to lift children weighing up to 40 pounds.

CHILD CAREGIVER PS-0186-3

DUTIES AND RESPONSIBILITIES:

The PS-3 level is the target level for Child Caregiver positions. The positions involve a variety of child care duties in a child care program. In a full day program, with a schedule established by the supervisor that consists of play, rest, snack, and meal periods, this position may serve as a room leader or primary caregiver. The PS-3 Child Caregiver also may function as an assistant to the Child Development Assistant. The Caregiver may assist Child Development Assistants by helping children with activities and performing the more routine child care duties.

In addition to the duties outlined at the PS-2 level, the Caregiver at this grade level performs the following duties:

- Reviews the daily schedule and activity plan prepared by the supervisor and briefs lower grade Caregivers. May select the activity to be carried out, if the supervisor has provided alternatives. Arrange room and play materials to accommodate the day's schedule,

- Conducts daily health checks on each child and informs supervisor if child appears ill.

- Leads children in songs, musical games, fingerplays, or other play activities approved by the supervisor. Such activities may involve blocks, puzzles, dolls, wheel toys, arts and crafts, sand and water play, and dramatic housekeeping play.

- Submits list of needed supplies and equipment to supervisor.

- Sets up displays and bulletin boards.

- Completes simple paperwork required for program reporting requirements.

- Informs parent of child's activities during the day. May participate in conferences with a parent and the supervisor.

SKILLS AND KNOWLEDGES:

The PS-3 Child Caregiver must be thoroughly familiar with the standard operating procedures in effect for the child development program. Must be familiar with the approved techniques for handling discipline and problem behavior and comforting a frightened or distressed child. Knowledge of simple play activities and program materials and the approved procedures and techniques applicable to basic child play/interest centers. Knowledge of reporting and recordkeeping procedures.

SUPERVISORY CONTROLS

Incumbent works with considerable independence following prescribed rules and procedures. Supervisor always is available for consultation and to discuss problem areas.

DOD NAF PATRON SERVICES
JOB-GRADING STANDARD
CHILD DEVELOPMENT PROGRAM ASSISTANT
PS-1702-0

GENERAL STATEMENT:

This standard is used to classify nonprofessional work in organized child development programs. Positions in this category conduct appropriate activities designed to stimulate and sustain the interest of children and to contribute to their social, emotional, cognitive, and physical development. These activities are designed to increase the child's reasoning skills and concept development. Programs in which these positions are found are oriented typically toward instructing children to talk in complete sentences, recognize and learn beginning numbers and letters, recognize primary colors and basic shapes, and to express themselves creatively in activities such as finger painting, drawing, pasting, and cutting. Specific activities include, but are not limited to, storytelling, fingerplays, music, dramatic play, easel painting, clay, puzzles, and blocks.

EXCLUSIONS:

1. Positions in which the preponderance of work and paramount requirement is in an area that requires only incidental or occasional care of children (such as preparation of food, general office work, or janitorial duties performed in a child care setting). These positions should be classified by application of the appropriate job-grading standard for the paramount function.

2. Positions in which the preponderance of work relates to routine day-to-day child care duties. These positions should be classified by application of the DoD NAF Child Caregiver PS-0186-0 Job-Grading Standard.

3. Positions that require professional knowledge of teaching and learning theories, principles, and methods of teaching children. These positions are to be classified through application of the appropriate OPM Position Classification Standards.

TITLES:

Positions covered by this standard will be titled Child Development Program Assistant.

CHILD DEVELOPMENT PROGRAM ASSISTANT PS-1702-4

DUTIES AND RESPONSIBILITIES:

The PS-4 level is considered to be the entry level for positions properly classified to this occupational series. At this level, the Assistant may be responsible for an age group or program, but carefully follows all program guidelines and a structured plan of activities developed by the center's director, teacher, or other professional. The Assistant is given on-the-job training and/or formal classroom/workshop instruction in the basic skills

of conducting preschool developmental activities. On-the-job training assignments increase the Assistant's understanding of the policies and objectives of the child care development program as well as skill in applying effective work techniques in actual situations with the children.

In accordance with an approved plan of activities, the Assistant organizes a daily schedule, arranges the activity area appropriately, and assembles needed materials. Carries out the planned activities, helping and encouraging the children. Following established care-giving techniques, the Assistant helps to teach children to share, play in a group, make choices, and follow instructions.

The Assistant keeps parents informed of their children's activities. May participate in conferences with parents.

SKILLS AND KNOWLEDGES:

The PS-4 Child Development Program Assistant is familiar thoroughly with the program's standard operating procedures and the developmental care-giving techniques used. He or she has an understanding of the basic goals of the developmental program being implemented. The on-the-job training and workshop instruction received increases understanding of the program and the necessary skills for carrying out the established plan of activities.

SUPERVISORY CONTROLS:

Child Development Program Assistants carry out daily work in accordance with specific supervisory instructions and well-established procedures. Supervisors are available readily to provide advice and guidance.

CHILD DEVELOPMENT PROGRAM ASSISTANTS, PS-1702-5

DUTIES AND RESPONSIBILITIES:

The PS-5 grade level is the full performance level for positions properly classified to this occupational series. The PS-5 Child Development Program Assistant implements a structured plan of activities but is expected to exercise judgment to make the activities more stimulating to the children. The PS-5 Assistant selects and adjusts activities, and changes the daily schedule to better meet the needs of the children and the goals of the child development program. This may involve making judgments such as changing the focus of an arts and crafts activity to take advantage of a subject in which the children recently have been interested. Instructs children in following instructions, sharing, socializing, doing things for themselves, concepts of safety, and awareness of time, seasons, nature, nutrition, and personal hygiene. Helps children develop listening and attending skills. Develops or obtains visual aids to promote the learning process. Maintains information for substitute personnel that includes a description of the activity areas routine and schedule and activity plan. May decorate bulletin boards and classroom to provide an appropriate ambience that promotes attainment of planned activity goals. Observes children for obvious difficulties in mastering the activities and discusses possible actions with supervisor. Participates in parent-teacher conferences.

KNOWLEDGE AND SKILLS:

In addition to the skills and knowledges described at the PS-4 level, PS-5 Child Development Program Assistants have a knowledge of basic child development strategies and techniques for promoting learning in young children. This knowledge may have been gained by working in a preschool, kindergarten, child care center, or similiar such experiences in providing developmental programing child development and/or by successfully completing workshops and courses related to child development and/or early childhood education.

SUPERVISORY CONTROLS:

Review of work consists of periodic spot checks. Work is evaluated primarily on the ability to perform day-to-day work independently and on the ability to satisfy the needs of the children in the program. Guidelines include well-established procedures, instructions, and predeveloped activity plans.

CHILD DEVELOPMENT PROGRAM ASSISTANT PS-1702-6

DUTIES AND RESPONSIBILITIES:

Positions at this level consist of essentially the same assignments as at the PS-5 level. The difference is that the developmental guidelines and predetermined activity plans under which the PS-6 assistant operates generally are broader and more flexible than those under which a PS-5 works and, therefore, require more initiative. The PS-6 has increased responsibility for selecting, altering, and improving activities to instruct children more effectively. Special activities and instructional themes are suggested to the supervisor that usually are accepted as submitted.

Many positions at this level have leader responsibilities and provide supervision of Caregivers and lower graded Child Development Program Assistants.

Uses own initiative and works with supervisor to adjust program guides that may be inadequate for dealing with unusually difficult problems/situations associated with the needs of the children.

At this level, the Child Development Program Assistant may implement a program for children with special needs, such as handicapped children with disciplinary problems or learning disabilities or gifted children.

SKILLS AND KNOWLEDGES:

In addition to the skills and knowledges described at the PS-5 level, PS-6 Child Development Program Assistants have specialized training in child development or courses in early childhood education. A PS-6 Program Assistant working in a special education program will have training in the program area in which he or she works.

SUPERVISORY CONTROLS:

Operates independently with supervisory assistance available to discuss problems or handle unusual situations. Reference materials are readily available.

D. CRAFTS AND TRADES (NA) JOB-GRADING GUIDES

	TITLE	SERIES	PAGE	GRADE LEVEL DESCRIPTIONS	
	Aircraft Equipment Repair Inspector	NA-8852	4-201	11	
*	Laborer (Bowling Facility Maintenance)	NA-3502	4-204	3	*
	Bicycle Repairer	NA-4844	4-205	5	
	Cobbler	NA-3103	4-206	7	
	Deckhand/Sailor	NA-3507	4-207	2	
	Electromotive Equipment Mechanic (Golf Cart)	NA-5876	4-208	6	
	Electronics Mechanic (Television and Sound Equipment)	NA-2604	4-209	9	
	Engraver (Hand)	NA-3816	4-210	4	
	Laborer (Bagger)	NA-3502	4-211	1	
	Marine Equipment Repairer/Mechanic	NA-8610	4-212	8-10	
	Merchandise Marker	NA-6914	4-214	1	
	Mobile Equipment Servicer (Service Station Attendant)	NA-5806	4-215	2	
	Pool Table Repairer	NA-3106	4-221	5	
	Shoe Cleaner and Polisher	NA-7601	4-222	1	
	Skate Repairer	NA-4801	4-223	6	
	Slot Machine Mechanic	NA-4801	4-224	9	
	Small Appliance Repairer	NA-4855	4-225	7	
	Vending Machine Attendant	NA-4801	4-226	4	
	Vending Machine Repairer/Mechanic	NA-4820	4-227	5-8-10	
	Waiter	NA-7420	4-230	1-2	
	Watch Repairer	NA-3309	4-232	9	

#Second Amendment (Ch 5, 3/22/85)

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
AIRCRAFT EQUIPMENT REPAIR INSPECTOR NA-8852-0

EXCLUSION:

Any position in which the work primarily involves the maintenance and repair of aircraft, with only associated and incidental examination of aircraft to certify airworthiness. Positions such as these shall be classified through application of OPM Job-Grading Standards for Aircraft Mechanic, NA-8852-0 (see
* OPM job-grading standards contained in FPM Supplement 512-1, reference (f)).

OCCUPATIONAL INFORMATION:

Maintenance, repair, and inspection work within NAF activities spans a variety of types of aircraft, ranging in complexity from single- and dual-engine aircraft to helicopters. The inspection work performed requires similar skills and knowledges for all types of aircraft, although some are considered to be mechanically more complex than others. The knowledges required include specific inspection procedures outlined by the Federal Aviation Administration (FAA) relating to airframes, surfaces (sheet metal and fabric), engines, hydraulic systems, control mechanisms, and operating equipment. Inspectors use a variety of techniques to check tightness of connections, fit of parts and to perform operational tests. They use handtools as well as more specialized measuring devices (such as torque wrenches, gauges, micrometers, and calipers) to ensure that there are no defects and that specified tolerances are met. After completion of inspection, the employee signs certification to approve aircraft or records reasons for rejection.

CLASSIFICATION CRITERIA:

Inspections are performed at varying intervals, including 25 hours, 50 hours, and 100 hours. To perform these inspections, the incumbent must possess, at a minimum, an Airframe and Power Plant Mechanics license. In addition, to perform mandatory annual inspections, the incumbent must also possess an inspection authorization issued by the FAA.

Although this guide defines only one grade, if a position substantially exceeds the criteria outlined (that is, authority to perform annual inspection on a variety of aircraft (10-15 different models) and with a large number (30-35)), consideration may be given to the crediting of an additional grade level. However, any action taken on this basis shall be documented and attached to the job description.

In almost all cases and at aero clubs, Aircraft Inspectors also perform limited maintenance and repair on activity aircraft (major repairs are contracted out) the same as Journeymen Aircraft Mechanics. The performance of this work usually will not enhance or detract from the grade level assigned inspector positions. However, when evaluating these positions, careful consideration shall be given to ensure that a significant portion of time is spent in the performance of inspection work.

#First Amendment (Ch 2, 1/11/84)

* PAGES 4-216 through 4-220 *
* RESERVED *

#First Amendment (Ch 5, 3/22/85)

DoD NAF CRAFTS AND TRADES
JOB-GRADING GUIDE
POOL TABLE REPAIRER NA-3106-5

DUTIES AND RESPONSIBILITIES:

-Assembles, dismantles, repairs, and maintains pool tables and accessories.

-Removes and replaces worn or damaged parts such as cushions, pockets, cloth covering or table top using handtools and materials such as felt cloth, slate cement, tacks, hammers, wrenches, staple guns, needles, and thread.

-Refinishes or replaces woodwork on pool tables to include items such as legs, frames, and mouldings.

-Sets up and levels pool tables. Replaces damaged or missing leveling screws.

-May repair cue tips and ball racks.

-Orders required parts and material to complete repairs.

-Performs general housekeeping tasks to ensure proper standard of appearance, cleanliness, and safety of assigned work area.

PHYSICAL EFFORT:

Stands, stoops, bends, stretches, and works in tiring and uncomfortable positions. Handles medium- and heavyweight objects.

WORKING CONDITIONS:

Works inside an adequately lighted and heated area. Exposed to possible cuts and bruises in using handtools.

#First Amendment (Ch 2, 1/11/84)

E. UNIVERSAL ANNUAL JOB-GRADING STANDARDS

TITLE	SERIES	PAGE
Aero Club Manager	UA-1101	4-234
Bowling Center Manager	UA-1101	4-237
Caterer	UA-1101	4-240
Child Care Center Manager	UA-1101	4-242
Exchange Manager	UA-1181	4-246
General Manager	UA-1180	4-251
Golf Course Superintendent	UA-1601	4-256
Golf Course Manager	UA-1101	4-256
Mess or Club Manager	UA-1101	4-267
Package Store Manager	UA-1101	4-259
Retail Manager	UA-1182	4-261
* Teacher (Child Development)	UA-1710	4-302 *

#Second Amendment (Ch 5, 3/22/85)

DoD NAF UNIVERSAL ANNUAL
JOB-CLASSIFICATION STANDARD
AERO CLUB MANAGER UA-1101-0

DUTIES AND RESPONSIBILITIES:

-Conducts the club's daily activities in compliance with directives, guidelines, and operating instructions (OIs) provided by the Board of Governors (BOG). Ensures compliance with these as well as other directives, policies, and procedures. Develops or recommends and implements, after approval OIs to effect greater operational efficiency. Provides data to the fund custodian to support short- and long-range plans and to achieve maximum return on investments and equipment use. Prepares or supervises the preparation of reports as well as the preparation and issuance of financial records and individual statements to members. Coordinates daily activities with the President of the BOG, bringing to his attention existing or anticipated problems, and recommends solutions to problems within scope of responsibilities.

-Attends meetings and reviews minutes of the BOG, safety, standardization, and general membership meetings to coordinate administrative and operational matters and followup on items affecting club operations. Initiates agenda items for official club meetings. Develops studies and plans as directed by the BOG or self-generated in response to membership desires and objectives. Maintains liaison with the FAA and base staff activities, such as safety, operations, and flight control office, regarding aero club operation.

-Keeps the flight schedule log book on a first-come-first-served basis. Checks and approves flight clearances. Grounds or restricts members' flying privileges for violations pending BOG action. Monitors weather conditions to effect immediate security or storage of aircraft during inclement weather. Maintains bulletin boards, charts, status boards, pilots' information file, and publications essential to club operation and flight planning by members.

-Ensures that notification procedures are established with the FAA or base operations to notify a responsible aero club offical of overdue aircraft or other emergencies. Must be on duty or make sure that a qualified person, designated in writing, is on duty when students or pilots with less than 200 hours are flying in the local area.

-Provides administrative guidance to the chief flight instructor to achieve effective operation of the flight and ground training program. Enforces regulatory procedures and contractual provisions pertinent to the training program. Advises flight instructors of changes in administrative procedures affecting their duties. Reviews student assignments to effect equitable assignments commensurate with workload and availability of instructors. Overviews the establishment and maintenance of membership and training folders and records to ensure that required data are recorded properly and that documents are maintained in current status.

-Works with the Club Maintenance Officer and the Chief Mechanic of the maintenance facility in coordinating and scheduling of preventive and major

Series	Grade	BMK#
1101	12	1

FACTOR 9 - WORK ENVIRONMENT - LEVEL 9-1 — 5 Points

The work area usually is lighted, heated, and ventilated adequately. There may be occasional exposure to dusty or dirty conditions while conducting onsite visits to other local facilities.

TOTAL POINTS 2890

DOD NAF UNIVERSAL ANNUAL JOB-GRADING STANDARD TEACHER (CHILD DEVELOPMENT) UA 1710-0

GENERAL STATEMENT:

This guidance applies to positions in nonappropriated fund child development programs that implement and/or develop child care and/or preschool programs. Covered positions require full professional knowledge of the theories, principles, and techniques of teaching and learning necessary to teach preschool age children. The utilization of professional teachers is a matter of operating policy, dependent upon each DoD Component's regulations, the serviced community's needs, and the nature of the program to be implemented.

Teacher positions are responsible for planning courses of instruction and lesson plans based on the developmental program guidelines in effect. Teachers implement their plan using teaching methods and techniques appropriate for the age level being taught. Teachers observe and evaluate children's developmental levels and adjust activities and instruction methods, as needed. Teachers provide supervision of Caregivers and Child Development Program Assistants and may assist in offering inservice training courses to such staff. Teachers arrange the classroom environment and visual aids to support the developmental program, employing their knowledge of children's interests and patterns of development. Teachers provide feedback to parents on their child's progress and problems through regular reports or parent-teacher conferences.

SERIES AND GRADE-LEVEL DETERMINATION:

The series and grade level of teacher positions are determined through reference to OPM Position Classification Standards. OPM has issued a new series coverage standard for GS-1724, Elementary Teacher, which would include the teacher positions described above. However, OPM is not requiring implementation of the series coverage and definition until 6 months after the GS-1710 standard has been rescinded. Until that time, the 1710 series will be used, however, grade-level determination will be made by application of the new Instructor Grade Evalution Guide. OPM does not require agencies to make special reviews solely to implement the Guide. The Guide should be applied when position classification actions are taken and when new teacher positions are established.

When applying OPM grade-level criteria, classifiers should examine closely the operating environment of teacher positions under evaluation. OPM position classification criteria generally indicate that the UA-5 and UA-7 levels would be the trainee and developmental levels for teacher positions. However, for teachers operating in child care centers, these lower levels may represent the full performance level for teaching assignments. Teaching positions in child development programs often are constrained by program guidelines and operating practices and by relatively close supervision from the director of the center. The positions also usually lack substantial responsibilities for evaluating students. The teacher's evaluation duties are limited to observing the children, noting each child's areas of strength

and weakness, and identifying any possible developmental problems of each child. They usually do not design and/or administer tests to the children. Such limitations should be considered when applying OPM guides and standards to UA teaching positions in child development programs.

NOTE: Positions wherein the levels of difficulty and responsibility are substantially as described at professional levels, but performance does not require full professional knowledge of the concepts, principles, techniques, and practices of the education field, should be allocated to the Education and Training Technician Series, UA-1702-0. Positions so classified should be allocable to at least the UA-5 level, using the criteria prescribed in OPM Position Classification Standards for the GS-1702-0 series.

F. NONAPPROPRIATED FUND/APPROPRIATED FUND GRADE LINKAGE CHART

This chart is for information and reference purposes and is not to be used for direct classification.

DOD NAF JOB-GRADING STANDARDS	OFFICE OF PERSONNEL MANAGEMENT POSITION CLASSIFICATION STANDARDS
SINGLE GRADE INTERVAL SERIES	
UA-6 AND ABOVE Direct Application of OPM/DoD NAF-UA Position Classification Standards	
AS/PS-7	GS-5
AS/PS-6	GS-4
AS/PS-5	
AS/PS-4	GS-3
AS/PS-3	GS-2
AS/PS-2	
AS/PS-1	GS-1

G. Subdivision Coding of Universal Annual Occupations within NAFIs.

In order to facilitate better position management within the framework of the Federal Position Classification Plan adopted by the Secretary of Defense for Universal Annual category positions in nonappropriated fund instrumentalities, certain designated occupations require further grouping by functional speciality in order to meet unique NAF business organizational and operational requirements.

Subdivision coding for the UA-1101, General Business and Industry Series. A numerical coding system, that is, following UA-1101 with a two-digit decimal trailer, is adopted for this series, to identify functional subgroups as well as significant managerial positions within the subgroup. The jobs so designated will be added or deleted, as needed.

Recreation Activities Subgroup, UA-1101.10

Aero Club Manager, UA-1101.11
Golf Course Manager, UA-1101.12
Bowling Center Manager, UA-1101.13
Auto Hobby Shop Manager, UA-1101.14
Rod and Gun Club Manager, UA-1101.15
Marina Club Manager, UA-1101.16
Recreation Center/Area Manager, UA-1101.17

Hospitality Subgroup, UA-1101.20

Open Mess Manager, UA-1101.21
Bar Manager, UA-1101.22
Caterer, UA-1101.23
Food Service Manager, UA-1101.24

Personal Services Activities Subgroup, UA-1101.30

Barber Shop Manager, UA-1101.31
Beauty Shop Manager, UA-1101.32
Laundry/Dry Cleaning Shop Manager, UA-1101.33
Watch Repair Shop Supervisor/Manager, UA-1101.34
Optical Shop Supervisor/Manager, UA-1101.35
Personal Services Manager, UA-1101.36

Lodging Subgroup, UA-1101.40

Guest House Manager, UA-1101.41
Navy Lodge Manager, UA-1101.42
Housing Service Manager, UA-1101.43

Child Care Center Subgroup, UA-1101.50

Child Care Center Manager, UA-1101.51

Retail Activities Subgroup (Other than GM, Exchange Manager, and Retail Manager), UA-1101.60

Military Clothing Sales Store Manager, UA-1101.61
Package Store Manager, UA-1101.62
Pro Shop Manager, UA-1101.63
Vending Manager, UA-1101.64
Sales and Merchandising Manager, UA-1101.65
Retail Operations Manager, UA-1101.66
Combined Operations Manager, UA-1101.67
Auto Activity Manager, UA-1101.68
Shift Manager (Retail), UA-1101.69
Area Retail Manager, UA-1101.70
Area Services Manager, UA-1101.71
Area Personal Services Manager, UA-1101.72
Area Vending Manager, UA-1101.73
Retail Specialist, UA-1101.74
Deferred Payment Manager, UA-1101.75

Miscellaneous Subgroup, UA-1101.99

This subgroup includes jobs properly classified to the UA-1101 series but not identified with the jobs designated above.

DEPARTMENT OF DEFENSE
PUBLICATION SYSTEM

CHANGE TRANSMITTAL

OFFICE OF THE SECRETARY OF DEFENSE
Assistant Secretary of Defense
(Force Management and Personnel)

CHANGE NO. 6
DoD 1401.1-M-1
January 20, 1987

JOB-GRADING SYSTEM MANUAL FOR NONAPPROPRIATED FUND INSTRUMENTALITIES

The Deputy Assistant Secretary of Defense (Civilian Personnel Policy), Office of the Assistant Secretary of Defense (Force Management and Personnel), has authorized the following changes to DoD 1401.1-M-1, "Job Grading System Manual for Nonappropriated Fund Instrumentalities," October 1981:

PAGE CHANGES

Remove: Pages 4-50 and 4-51

Insert: Attached replacement pages 4-50 and 4-51 and new pages 4-103a, 4-103b, and 4-103c.

Changes appear on page 4-50 and are indicated by marginal asterisks. The new pages bear the date of this Change Transmittal.

Previous changes: Change 1 was issued October 29, 1982; Change 2 on January 11, 1984; Change 3 on May 23, 1984; Change 4 on May 31, 1984; and Change 5 on March 22, 1985.

EFFECTIVE DATE AND IMPLEMENTATION

The above changes are effective immediately. Forward two copies of revised implementing documents to the Deputy Assistant Secretary of Defense (Civilian Personnel Policy, Office of the Assistant Secretary of Defense (Force Management and Personnel) within 120 days.

James L Elmer

JAMES L. ELMER, Director
Correspondence and Directives

Attachments: 5 pages

C. ADMINISTRATIVE SUPPORT JOB-GRADING STANDARDS

	TITLE	SERIES	PAGE	GRADE LEVEL DESCRIPTION
	Accounting Clerk/Technician	AS-0525	4-51	4-5-6-7
	Audit Clerk	AS-0503	4-65	4
	Bookkeeping Machine Operator	AS-0354	4-66	2-3
	Calculating Machine Operator	AS-0355	4-70	3-4
	Cashier	AS-0530	4-73	3-4-5-6
	Clerk-Stenographer	AS-0312	4-77	4-5-6
	Clerk-Typist	AS-0322	4-83	2-3-4-5
	Coding Clerk [1]	AS-0357	4-87	
	Computer Clerk	AS-0335	4-91	4-5
	Computer Operator	AS-0332	4-93	5-6-7
	Courier	AS-0302	4-102	3-4
*	Editing Clerk	AS-1087	4-103A	5-6 *
	Engineering Drafter	AS-0818	4-104	5-7
	Equipment and Facilities Clerk	AS-2005	4-107	5
	File Clerk	AS-0305	4-108	1-2-3-4
	Freight Rate Assistant	AS-2131	4-112	5-6
	General Clerical Series	AS-0303	4-113	1-2-3-4-5-6-7
	Insurance and Claims Clerk	AS-0998	4-119	4-5-6-7
	Keypunch Operator	AS-0356	4-125	3-4
	Library Aid	AS-1411	4-128	1
	Mail Clerk	AS-0305	4-129	2-3-4
	Management Assistant	AS-0344	4-133	5-6-7
	Office Machine Operator	AS-0350	4-136	2-3-4-5-6
	Payroll Clerk	AS-0544	4-144	4-5-6
	Personnel Clerk	AS-0203	4-150	5-6-7
	Photo Lab Technician	AS-1060	4-155	5
	Procurement Clerk	AS-1106	4-156	4-5-6
	Purchasing Agent	AS-1105	4-160	6-7
	Receptionist	AS-0304	4-167	3-4-5
	Safety and Security Technician	AS-0085	4-171	7
	Secretary	AS-0318	4-174	6-7
	Shipment Clerk	AS-2134	4-176	4
	Statistical Clerk	AS-1531	4-180	5-6-7
	Supply Clerk	AS-2005	4-184	3-4-5
	Supply Clerk (Inspection)	AS-2005	4-188	6-7
	Tape Librarian	AS-0335	4-190	6-7
	Telephone Operator	AS-0382	4-192	2-3-4
	Teletypist	AS-0385	4-195	4-5
	Travel Clerk	AS-2132	4-197	5-6-7

[1] Grade level evaluation by reference to separate DoD NAF job-grading standard.

DoD NAF ADMINISTRATIVE SUPPORT JOB-GRADING STANDARD ACCOUNTING CLERK/TECHNICIAN AS-0525-0

EXCLUSIONS:

-Positions requiring professional knowledge and application of accounting principles and theory in the design, development, installation, operation, or inspection of accounting systems; the audit or similar examination of accounts and records of transactions; or the examination, analysis, and interpretation of accounting reports. (See OPM PCS for Accounting and Budgeting Group GS-500 and 510 in OPM "PCS", reference (h).)

-Positions involving the performance of clerical work in the receipt, disbursement, examination, deposit, safekeeping, or other clerical processing of cash items. (See Cashier Series AS-530.)

-Positions involving primarily the examination for accuracy, legality, compliance with regulations and justification of vouchers, invoices, claims, and other requests for payment. (See OPM PCS for Voucher Examining Series GS-540, reference (h).)

-Positions involving the maintenance and adjustment of inventory accounts, the records of property and supply transactions, the record control of the establishment of stock levels, and the issuance of supplies and equipment, when such positions primarily require application of a knowledge of supply procedures. (See Supply Clerk Series AS-2005.)

-Positions involving technical support work in limited phases of computer specialist functions or similar tasks in installing or operating data processing systems. (See OPM PCS, reference (h), for Computer-Related Series GS-330-335 or Computer Operator Series AS-332.)

-Positions involving primarily the operation of a bookkeeping machine on other than an incidental basis. (See Bookkeeping Machine Operator Series AS-354.)

-Positions involving primarily the computation and verification of pay, maintenance of records, and preparation of related reports as well as maintenance, review, and disposition of time and leave records. (See Payroll Clerk Series AS-544.)

TITLES:

The title for nonsupervisory positions at the AS-4 level is ACCOUNTING CLERK. For positions at AS-5 and above, the title is ACCOUNTING TECHNICIAN.

The DoD Accounting Clerical standards are presented in a modified factor format, utilizing five pertinent factors. If existing position descriptions provide the necessary information, there shall be no need to rewrite the description in a factor format. When accounting clerical positions need rewriting for classification purposes, the new description shall be prepared in the format of the DoD Standard.

DOD NAF ADMINISTRATIVE SUPPORT JOB GRADING STANDARD

EDITING CLERK AS-1087-0

GENERAL STATEMENT:

This standard includes positions which provide clerical assistance of an editing nature such as proofreading, verification of information and/or factual data, and the preparation of written matter.

Positions of this nature review and correct written dictated or draft material for grammar, punctuation, or spelling. The work does not require a knowledge of the subject matter involved in the reports, articles, or administrative issuances being published.

Editing clerks correct obvious errors of fact. They observe internal factual inconsistencies in the material, such as spelling of proper names, references, and citations. They verify the accuracy of statements, figures, illustrations. and subject-matter terms by referring to standard reference works, other published material, their supervisor, and the author. They compare illustrations, photographs, tables and charts with the text to ensure that they are pertinent and consistent. They make use of standard source and reference works, such as dictionaries, thesauri, style manuals, writers' guides, etc., and their own knowledge and observation.

EDITING CLERK AS-1087-0-5

Nature and variety of work. Positions at this level involve performance of clerical tasks which require the application of a knowledge of general editing procedures, basic regulations, and pertinent office practices. The tasks are day-to-day recurring in nature and are executed in accordance with well established procedures and methods from which deviations are made only upon instructions from supervisory or higher-level technical personnel.

Nature of supervisory control exercised over the work. The Editing Clerk AS-5 is under the supervision of a supervisor who determines the work assignments and typically gives detailed initial instruction and specific explanation of the sequence and application of the work procedures and methods. Then incumbent refers to the supervisor questions which involve deviations from established procedures or situations where the guides and reference material cannot be applied to the standard method or require explanation or interpretation.

Nature of available guidelines. Guidelines available to incumbents of positions at this level consist of oral or written instructions presenting detailed, specific operating procedures, and the sequence of steps to be followed. Other guide material consists of samples of standard clauses, illustrative form materials, regulations, and directives applicable to the work assigned.

Purpose and nature of person-to-person work relationships. Personal work contacts are mainly with co-workers and supervisors. Such contacts are primarily to secure clear and specific information required, or to obtain clarification of various discrepancioes or omissions,or to verify factual information and data from office records. Accordingly, there are contacts with personnel of other units or with writers and authors for clarification of data or omissions.

Nature and scope of recommendations, decisions, commitments, and conclusions. Positions at this level do not include the making of commitments. A degree of judgment, however, is required in the performance of duties.

EDITING CLERK AS-1087-6

Nature and variety work. The nature of the tasks performed by the Editing Clerk AS-6 is predominantly clerical, based upon a thorough knowledge of the rules, regulations and practices relating to editing activities. Positions at this level differ from those at the AS-5 level in the degree of initial responsibility assumed, the degree of experienced judgment required, and the execution of assignments complicated by factors which are not completely resolved by direct application of guide and reference source materials.

Nature of supervisory control exercised over the work. Editing Clerks AS-6 are under the general supervision of personnel of higher levels who make assignments and determine the urgency and priority of particular tasks. They are comparatively free from close supervision, direction or aid in the technical and procedural aspects of the daily work and are held responsible for the accuracy and timely accomplishment of their work. The work is reviewed generally upon completion, except when earlier review is specifically requested by incumbents to obtain the advice and opinion of supervisors on matters of policy, or where situations occur which represent major deviations from established rules, regulations, or precedents requiring authoritative decisions from higher-level employees.

Nature of available guidelines. Employees at this level are expected to possess a more intensive knowledge of the contents of available guide and source materials so as to execute their assignments with a minimum of reference to the guides. The incumbent makes extensive searches of the guide and source materials in determining whether or not a special or unusual situation is covered by established rules, regulations, or precedents or whether the problem should be referred to supervisory or technical personnel for decision.

Purpose and nature of person-to-person work relationships. The nature and purpose of personal work relationships are similar at this level to those of Editing Clerk AS-5 although the area of contact with personnel of higher levels and authors is broader as a result of the greater responsibilities in these positions.

Nature and scope of recommendations, decisions, commitments, and conclusions. Incumbents at this level make recommendations concerning the improvement upon editing methods and rearrangement of format, and layout details. Judgment, based upon the incumbent's experience and an intensive knowledge of the guide and source materials, is required in recognizing situations that present major deviations from established policies and rules and therefore require reference to technical personnel in higher grades.

DEPARTMENT OF DEFENSE
PUBLICATION SYSTEM

CHANGE TRANSMITTAL

OFFICE OF THE SECRETARY OF DEFENSE
Assistant Secretary of Defense
(Force Management and Personnel)

CHANGE No. 7
DoD 1401.1-M-1
October 28, 1987

JOB-GRADING SYSTEM MANUAL FOR
NONAPPROPRIATED FUND INSTRUMENTALITIES

The Acting Deputy Assistant Secretary of Defense (Civilian Personnel Policy), Office of the Assistant Secretary of Defense (Force Management and Personnel), has authorized the following changes to DoD 1401.1-M-1, "Job-Grading System Manual for Nonappropriated Fund Instrumentalities," October 1981:

PAGE CHANGES

Remove: Pages ii, iii, and 4-303 through 4-306.

Insert: Attached replacement pages and new pages 4-307 through 4-315.

Changes appear on pages ii and iii and are indicated by marginal asterisks.

Previous changes: Change 1 was issued October 29, 1982; Change 2 on January 11, 1984; Change 3 on May 23, 1984; Change 4 on May 31, 1984; Change 5 on March 22, 1985; and Change 6 on January 20, 1987.

EFFECTIVE DATE AND IMPLEMENTATION

The above changes are effective immediately. Forward two copies of revised implementing documents to the Deputy Assistant Secretary of Defense, Civilian Personnel Policy, Office of the Assistant Secretary of Defense, Force Management and Personnel within 120 days.

James L. Elmer

JAMES L. ELMER, Director
Correspondence and Directives

Attachment: 15 pages

WHEN PRESCRIBED ACTION HAS BEEN TAKEN, THIS TRANSMITTAL SHOULD BE FILED WITH THE BASIC DOCUMENT

SD FORM 106-2
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JOB-GRADING SYSTEM MANUAL FOR NAFIs

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#Third Amendment (Ch 7, 10/28/87)

REFERENCES

(a) DoD Instruction 1401.1, "Personnel Policy for Nonappropriated Fund Instrumentalities (NAFIs)," July 24, 1978

(b) Public Law 92-392, August 19, 1972, amends Subchapter IV of Chapter 53 of Title 5, United States Code, "Fixing and Adjusting of Rates of Pay for Prevailing-Rate Employees"

(c) Federal Personnel Manual Supplement 532-2, "Federal Wage System - Nonappropriated Fund Employees," March 1981

(d) DoD 1401.1-M, "Personnel Policy Manual for Nonappropriated Fund Instrumentalities," January 13, 1981, authorized by DoD Instruction 1401.1, July 24, 1978

(e) Federal Personnel Manual Supplement 532-1, "Federal Wage System," April 14, 1980

(f) Federal Personnel Manual Supplement 512-1, "Job-Grading System for Trades and Labor Occupations," October 1981

(g) OPM "Handbook of Occupational Groups and Series of Classes," December 1967

(h) OPM "Position Classification Standards for General Schedule (GS) Positions," May 1970

* (i) DoD Directive 5120.42, "Department of Defense Wage Fixing Authority Nonappropriated Fund Compensation Program," May 19, 1977 *

#Second Amendment (Ch 7, 10/28/87)

and weakness, and identifying any possible developmental problems of each child. They usually do not design and/or administer tests to the children. Such limitations should be considered when applying OPM guides and standards to UA teaching positions in child development programs.

NOTE: Positions wherein the levels of difficulty and responsibility are substantially as described at professional levels, but performance does not require full professional knowledge of the concepts, principles, techniques, and practices of the educational field, should be allocated to the Education and Training Technician Series, UA-1702-0. Positions so classified should be allocable to at least the UA-5 level, using the criteria prescribed in OPM Position Classification Standards for the GS-1702-0 series.

F. SINGLE DoD COMPONENT DOLLAR VOLUME STANDARDS

1. Standards for positions existing in only one or two DoD Components are developed by the DoD Component concerned under the guidance of the DoD NAF Personnel Policy Office. They are duplicated and distributed only to the DoD Component(s) involved and to the DoD NAF Personnel Policy Office. They are official standards issued under the authority of DoD Directive 5120.42 (reference (i)). Their effective date is shown on the accompanying transmittal letter.

2. The following single DoD Component dollar volume classification standards have been issued and authorized only for use by the specified DoD Component. These standards are applicable to positions within occupations that are unique to a single DoD Component and; therefore, are not included in any regular standards issuance.

3. It should be noted that the coverage definitions provided for each standard is indicative of the kinds of positions to which the standard may be applied and are not comprehensive definitions that may be used as guidance in distinguishing definitively among the several occupational categories. The basic standard referenced in the definition must be used for this purpose.

a. Department of the Air Force

(1) UA-1667, Restaurant Manager Standard. This standard includes positions that manage, coordinate, direct, or supervise the overall operation of base restaurants. The operations managed include food service facilities, sales outlets, vending operations, warehousing, maintenance,and special functions.

b. Department of the Navy

(1) UA-0340, Deputy Exchange Manager Standard. This standard includes positions that manage, supervise, administer, or perform work on the day-to-day activities of the military exchange(s). The work involves responsibility for directing all phases of the following (typical, but not all inclusive) exchange operations: merchandising, accounting, personnel, security, service departments, and administration.

(2) UA-0340, General Manager Standard. This standard includes positions that manage, supervise, administer, or perform work on the day-to-day activities of the military exchange, detachments, departments, and locations. The work involves responsibility for all phases of exchange operations including retail, food, services, vending, distribution, accounting, personnel, equipment, facilities, safety, and security.

(3) UA-1001, Sales Coordination Manager Standard. This standard includes positions that provide military exchange retail and services activities with technical guidance and assistance in the interpretation, coordination, and administration of local and military sponsored advertising, sales promotions, and merchandise signing. The work involves planning, developing, establishing, and maintaining an effective merchandise presentation, fixture, display, and signing program.

(4) UA-1001, Visual Merchandising Manager Standard and UA-1001, Visual Merchandising Supervisor Standard. These standards include positions responsible for directing the Visual Merchandising Program in terms of store layout and merchandising arrangements for retail and service areas to include display, signing, space development, and utilization.

(5) UA-1084, Visual Information Specialist Standard. This standard includes positions that develop, prepare, print, and distribute all advertising and promotional material to include brochures, flyers, tabloids, newsletters, and station newspaper advertisements. The work also involves assisting buyers in selection of merchandise for promotional and advertising programs.

(6) UA-1101, Activity Exchange Manager Standard. This standard includes positions responsible for administration and management of the total operation of a detachment or department exchange activity consisting of several departments, including the retail store personalized services, service station, and food outlets.

(7) UA-1101, Automotive Service Center Detachment Supervisor Standard. This standard includes positions responsible for effective and efficient operation of a detachment or department automotive service center engaged in selling gasoline and providing automotive repair service.

(8) UA-1101, Automotive Service Center Manager Standard. This standard includes positions responsible for managing the operation of an automotive service center engaged in selling gasoline and providing automotive repair service.

(9) UA-1101, Automotive Service Center Supervisor Standard. This standard includes positions responsible for the operation of a main exchange or location automotive service center engaged in selling gasoline and providing automotive repair service.

(10) UA-1101, Food Sales Manager Standard. This standard includes positions responsible for directing the preparation and sale of food and similar items. This standard also includes positions that serve as a full assistant to a Food Services Manager at larger exchanges, and in those situations wherein a Food Services Manager position is not authorized, are responsible for managing and directing all phases of the food program.

(11) UA-1101, Food Sales Supervisor Standard. This standard includes positions responsible for directing and supervising the preparation and sale of food items at a stand-up or a sit-down operation.

(12) UA-1101, Food Services Manager Standard. This standard includes positions responsible for all prepared food dispensed in cafeterias, snack bars, various food stands, and packaged snack food sold at respective locations. The work involves managing all phases of the food operation from initial determination of food requirements (fresh and/or frozen meat, poultry, and fish; fresh, canned, or dehydrated fruits, vegetables, soups, stews, etc.) to their final prepared consumable state, served in service or self-service outlets.

(13) UA-1101, Merchandise Manager Standard. This standard includes positions responsible for the total operation of all retail departments at the main, detachment, department, and location exchanges to include planning, budgeting, organization, staffing, procuring merchandise, determining the type and kind of price lines and styles to be procured, stock control, merchandise presentation, effective security of cash and stock, and forecasting of rapidly changing fashions.

(14) UA-1101, Merchandising Specialist Standard. This standard includes positions responsible for procuring retail merchandise to include consideration of price line, quality, fashion, salability, customer preference, special sales, season, stock life, and turnover rate.

(15) UA-1101, Personalized Services Manager Standard. This standard includes positions responsible for managing designated exchange and concessionaire-operated personalized services that may include barber shop; beauty salon; optical; flower shop; lodge; laundry and dry cleaning; personalized services; and, where assigned, vending machine department.

(16) UA-1101, Personalized Services Supervisor Standard. This standard includes positions responsible for directing the activities of subordinates assigned to barber shop; beauty salon; optical; flower shop; laundry and dry cleaning; personalized services; and, where applicable vending machine departments. Inspects and supervises all phases of directly and contractually operated service activities to ensure that prices, standards of quality, performance, training, and proper staffing are maintained.

(17) UA-1101, Retail Operations Manager Standard. This standard includes positions responsible for all retail sales in a main exchange and its detachments, departments, and locations. Positions in this standard are responsible for the total operation of all retail departments to include planning, budgeting, organization, sales forecasting, stock control, merchandise presentation, and effective security.

(18) UA-1101, Sales Manager Standard. This standard includes positions that manage all retail exchange operations of a main exchange with its detachments, departments, and locations. Coordinates personnel requirements, merchandise requirements, and sales promotions at all sales locations.

(19) UA-1101, Sales Supervisor Standard. This standard includes positions responsible for supervising and coordinating assigned phase(s) of a retail activity under the operational cognizance of a main, detachment, department, or location store. Positions in this standard are responsible for requisitioning merchandise, providing customer services, maintaining adequate stock levels, ensuring proper mailing and sale of merchandise, implementing sales promotions plans, maintaining accountability documents, and participating in periodic inventories.

(20) UA-1101, Services Operations Manager Standard. This standard includes positions responsible, through subordinate supervisors or through direct control, for the management of designated exchange and concessionaire-operated services departments. Positions in this standard are responsible for day-to-day operations, replenishing supplies, ordering and storage of supplies and equipment, maintenance of equipment, and safety and sanitary conditions. At a main exchange with detachments, departments, and/or locations; this position also shall have those responsibilities.

(21) UA-1101, Services Operations Supervisor Standard. This standard includes positions responsible, through subordinate supervisors or through direct control, for the management of designated exchange and concessionaire-operated services departments. Positions in this standard are responsible for day-to-day operations, replenishment of supplies, ordering and storage of supplies and equipment, maintenance of equipment, safety, and sanitation.

(22) UA-1101, Tailor Shop Supervisor Standard. This standard includes positions responsible, through subordinate tailors, sewing machine operators, and/or pressers, for managing all phases of providing tailoring services. Positions in this standard may be required to perform work operations performed by subordinate employees.

(23) UA-1101, Uniform Center Manager Standard. This standard includes positions responsible for supervising and coordinating all phases of a uniform center. The work involves coordinating merchandise procurement with buyers to maintain required inventory levels and ensuring that required quality assurance and inspection of uniform items and accessories are performed. The work in this standard requires the ability to advise military personnel on the Military Uniform Regulations, concept of fit for uniforms, proper arrangement of attached rank, rating marks, service stripes earned, area and campaign medals and ribbons, etc.

(24) UA-1101, Vending Manager Standard and UA-1101, Vending Supervisor Standard. These standards include positions responsible for providing exchange owned or contracted vending machine services. The work involves responsibility for the maintenance and repair of exchange-owned vending machines, equipment, and vehicles; scheduling an adequate supply of products and services; and security of products, cash, and equipment.

(25) UA-1102, Buyer Standard. This standard includes positions responsible for soliciting and negotiating required merchandise service items and customer services within specified buying limits per purchase order. The work involves appraising market offerings, establishing selling prices, selecting and ordering merchandise, and assisting in the control of mark downs and stock rotation.

(26) UA-1658, Laundry and/or Dry Cleaning Services Manager Standard. This standard includes positions responsible for directing all phases of laundry; dry cleaning; and, where applicable, tailoring services. The work involves responsibility for the operation of processing facilities and sales outlets, and processing contract arrangements.

(27) UA-1658, Laundry and/or Dry Cleaning Services Supervisor Standard. This standard includes positions responsible for supervising all phases of laundry and dry cleaning services such as processing facilities and sales outlets.

(28) UA-2030, Commissary Distribution Center Manager (Oakland and/or Norfolk) Standard. This standard includes positions responsible for the overall operation of the distribution center. The work involves administering all warehouse operations to include van-stuffing, receiving, and distribution of store merchandise through a wide network of commissary outlets.

(29) UA-2030, Distribution Facilities Manager Standard. This standard includes positions responsible for managing receiving, storing, scheduling, shipping, and transportation functions and/or operations. The work involves responsibility for receipt, inspection, storage, custody, and movement of merchandise into a wide number of exchange outlets; via an exchange trucking fleet.

(30) UA-2030, Retail Storage Supervisor Standard. This standard includes positions responsible for directing all phases of a back-up storage area. The work involves responsibility for receipt, storage (to include determining item space allocation), issue, and security of merchandise.

(31) UA-2030, Warehouse Supervisor Standard. This standard includes positions responsible for directing the warehousing operations within a free-standing exchange. The work involves the overall operation of a warehouse to include laying out warehouse floor plans and reallocating storage spaces.

c. Army and Air Force Exchange Service (AAFES)

(1) UA-1101, Annex Manager (Vending) Standard (AAFES # 5208). This standard covers positions that manage and coordinate all phases of a vending activity that is annexed to a central vending point or a separate fiscal reporting activity to include automatic food outlets, central accounting, storage and restocking, maintenance and repair of equipment, and coordinate and monitor concessionaire and contractor vending activities within an assigned geographical area.

(2) UA-1101, Area Food Manager Standard (AAFES # 5604). This standard covers positions that plan, coordinate, manage and direct all phases of a food program at an area exchange, to include exercising operational, technical, and administrative control over assigned food activities.

(3) UA-1101, Area Personal Services Manager Standard (AAFES # 5203). This standard covers positions that plan, coordinate, and manage all phases of the personal services program (and automotive services as assigned) within an area exchange to include exercising operational, technical, and administrative control over assigned direct and concessionaire-operated personal services and/or automotive services activities.

(4) UA-1101, Area Retail Manager Standard (AAFES # 5103). This standard covers positions that plan, coordinate, manage, and direct all phases of the retail program of an area exchange to include exercising operational, technical, and administrative control over assigned retail facilities.

(5) UA-1101, Area Services Manager Standard (AAFES # 5203). This standard covers positions that plan, coordinate, manage, and direct all phases of direct and concessionaire-operated services activities; automotive activities; vending operations; and, as assigned, food concession activities within an area exchange.

(6) UA-1101, Area Vending Manager Standard (AAFES # 5201). This standard covers positions that plan, coordinate, and manage all phases of the vending program within an area exchange to include exercising operational, technical, and administrative control over assigned direct and concessionaire-operated vending activities.

(7) UA-1101, Beer Bar Manager Standard (AAFES # 5607). This standard covers positions that manage all phases of an activity primarily engaged in dispensing tap and/or bottled beer and soft drinks.

(8) UA-1101, Combined Activities Manager Standard (AAFES # 510A). This standard covers positions that manage, supervise, coordinate, and inspect all phases of two or more heterogeneous-reporting activities (retail, food, and gasoline pumping and/or personal services) that are colocated or are within close proximity.

(9) UA-1101, Deferred Payment Plan Manager (AAFES # 510C). This standard covers positions that manage and administer a deferred payment plan (DPP) program at an overseas retail store. The work includes monitoring and supervising operation of a minicomputer in support of the DPP function.

(10) UA-1101, Exchange Food Manager Standard (AAFES # 5604). This standard covers positions that supervise an installation food program consisting of ten or more food branch activities and/or food concession activities.

(11) UA-1101, Exchange Retail Manager (Branch Exchanges) Standard (AAFES # 5115). This standard covers positions that supervise an installation retail program consisting of ten or more retail branch activities, excluding the main exchange and any annexes.

(12) UA-1101, Exchange Services Manager Standard (AAFES # 5284). This standard covers positions that perform a variety of duties associated with contract source development, surveillance, administration, and monitoring of personal services, motion picture, and vending activities (where assigned) at an installation exchange.

(13) UA-1101, Food Activity Manager Standard (AAFES # 5603). This standard covers positions that plan, manage, coordinate, and inspect all phases of a separate fiscal-reporting food activity and any assigned fiscal or managerial annexes.

(14) UA-1101, Food Activity Manager (Mobile) Standard (AAFES # 5603). This standard covers positions that supervise one or more central food preparation activities and direct mobile unit operations. The work does not involve management of a normal food activity (such as cafeteteria, snack bar, etc.).

(15) UA-1101, Food Activity Manager (Burger King) Standard (AAFES # 5603). This standard covers positions that plan, manage, coordinate, and inspect all phases of an AAFES Burger King activity including mobile Burger King activity.

(16) UA-1101, Food Activity Manager (Annex) Standard (AAFES # 5606). This standard covers positions that manage, supervise, and coordinate all phases of an annexed food activity. The work also involves the responsibility for assigned retail and/or convenience and coin operated machine sales.

(17) UA-1101, Gas Station Manager Standard (AAFES # 5205). This standard covers positions that plan, coordinate, and manage a separate (unannexed) fiscal-reporting automotive facility that has gas pumps and automotive retail sales; but does not have active direct-operated service bays. The work in this standard may include the responsibility for the management of one or more annexed gas stations and/or the supervision of car or truck rental, car wash, or other automotive activities.

(18) UA-1101, Military Clothing Sales Store Manager Annex Standard (AAFES # 5101); UA-1101, Military Clothing Sales Store Manager (Branch Exchange) Standard (AAFES # 5101); PS-1101, Military Clothing Sales Store Supervisor (Annex) Standard (AAFES # 5101); and PS-1101, Military Clothing Sales Store Supervisor (Branch Exchange) Standard (AAFES # 5101). These standards cover positions that manage, direct, and supervise a separate fiscal-reporting or managerially annexed military clothing sales store that sells a complete line of military clothing and accessories. The work requires managers and/or supervisors to be knowledgeable in the following areas:

(a) Applicable dress codes, by season.

(b) Mandatory and optional uniform combinations.

(c) Insignia and decorations (type and arrangements).

(d) Clothes fitting, measuring, and alterations.

(19) UA-1101, Operations Manager Standard (AAFES # 5106). This standard covers positions that assist a retail manager (main exchange) in planning, coordinating, and supervising customer service, office, stockroom, custodial, security, and other related customer and store support services in a main exchange.

(20) UA-1101, Sales and Merchandise Manager Standard (AAFES # 5102). This standard covers positions that assist a retail manager (main exchange) in planning, coordinating, and supervising all selling and merchandising activities at a main exchange.

(21) UA-1101, Service Station Manager Standard (AAFES # 5204). This standard covers positions that plan, coordinate, and manage a separate (unannexed) fiscal-reporting automotive facility that has active direct-operated service bays, automotive retail sales, and gas pumps. This standard also may include positions with duties to manage one or more unannexed automotive facilities and/or to supervise car or truck rental, car wash, or other automotive activities.

(22) UA-1101, Service Station Manager (Annex) Standard (AAFES # 5206). This standard covers positions that plan, coordinate, and manage a fiscally or managerially annexed automotive facility that has active direct-operated service bays, gas pumps, and automotive retail sales.

(23) UA-1101, Shift Coordinator (Burger King) Standard (AAFES # 5609). This standard covers positions that assist in managing, coordinating, and inspecting all phases of shift operators at an AAFES Burger King fixed installation.

(24) UA-1101, Vending Activities Manager Standard (AAFES # 5202). This standard covers positions that plan, coordinate, supervise, and control direct-vending operations including automatic food outlets, central accounting, storage, restocking, and maintenance and repair of equipment; and to coordinate and monitor concessionaire and contractor vending activities within an assigned geographical area.

(25) UA-1180, General Manager Standard (AAFES # 5005). This standard covers positions that manage an area exchange consisting of one or more installation exchanges. The work involves responsibility for all phases of area exchange operations including retail, food services, vending, motion picture services, accounting, personnel, equipment, facilities, safety, and security.

(26) UA-1181, Exchange Manager Standard (AAFES # 5006). This standard covers positions that plan, coordinate, and manage the activities of an installation exchange within an area exchange. The work involves responsibility for all phases of assigned exchange operations including retail, food, services, vending, and motion picture services.

(27) UA-1182, Four Seasons Manager (Branch Exchange) Standard (AAFES # 5107). This standard covers positions that manage, direct, and supervise a separate fiscal-reporting Four Seasons Store and any assigned fiscal or managerial annexes. Four Seasons Stores are distinguished from other retail branch stores in that they sell seasonal merchandise that turns over and is replaced several times each year by other seasonal merchandise.

(28) UA-1182, Retail Manager (Annex) Standard (AAFES # 5109). This standard covers positions that manage direct and coordinate all phases of a retail activity that is fiscally or managerially annexed to a main exchange or a branch exchange.

(29) UA-1182, Retail Manager (Branch Exchange) Standard (AAFES # 5108). This standard covers positions that manage, direct, and supervise a separate fiscal-reporting retail branch exchange and any assigned fiscal or managerial annexes.

(30) UA-1182, Retail Manager (Main Exchange) Standard (AAFES # 5104). This standard covers positions that manage, direct, and supervise a separate fiscal-reporting main exchange and any assigned fiscal or managerial annexes.

(31) UA-1182, Shift Manager (Retail) Standard (AAFES # 5105). This standard covers positions that manage and coordinate a shift operation at a retail branch exchange or annex that also may sell self-service gasoline, oil, and other automotive merchandise where no assistant retail manager is authorized.

(32) UA-1667, Bakery Plant Manager Standard (AAFES # 5601). This standard covers positions that plan, manage, coordinate, and inspect all phases of a bakery plant operation. The work involves a blend of administrative and plant production responsibilities. Production varieties include the following:

(a) White bread.

(b) Variety bread.

(c) Buns and rolls.

(d) Donuts (all types)

(e) Sweet goods and Danish pastry.

(f) Pies and turnovers.

(g) Cakes.

(h) Miscellaneous (special-order cakes, pizza shells, cookies, etc.).

(33) UA-1667, Ice Cream Plant Manager Standard (AAFES # 5605). This standard covers positions that plan, manage, coordinate, and inspect all phases of an ice cream plant operation. The work involves a blend of administrative and plant production responsibilities.

(34) PS-2091, Retail Supervisor (Annex) Standard (AAFES # 5183). This standard covers positions that supervise and coordinate all phases of an annexed retail activity. This standard also covers positions that supervise and coordinate all phases of an annexed self-service gas station.

(35) PS-2091, Retail Supervisor (Shift) Standard (AAFES # 5186). This standard covers positions that supervise and coordinate a shift operation at a retail branch store or annex that also may sell self-service gasoline, oil, and other automotive merchandise.

G. NONAPPROPRIATED FUND AND/OR APPROPRIATED FUND GRADE LINKAGE CHART

This chart is for information and reference and is not to be used for direct classification.

DoD NAF Job-Grading Standards	Office of Personnel Management Position Classification Standards
SINGLE GRADE INTERVAL SERIES	
UA-6 AND ABOVE Direct Application of OPM/DoD NAF-UA Position Classification Standards	
AS/PS-7	GS-5
AS/PS-6	
	GS-4
AS/PS-5	
AS/PS-4	
	GS-3
AS/PS-3	
	GS-2
AS/PS-2	
AS/PS-1	GS-1

H. SUBDIVISION CODING OF UNIVERSAL ANNUAL OCCUPATIONS WITHIN NAFIs

For better position management within the Federal Position Classification Plan, adopted by the Secretary of Defense for universal annual category positions in nonappropriated fund instrumentalities, certain designated occupations require further grouping by functional speciality in order to meet unique NAF business organizational and operational requirements.

Subdivision coding for the UA-1101, General Business and Industry Series

A numerical coding system, which is following UA-1101 with a two-digit decimal trailer, is adopted for this series to identify functional subgroups and significant managerial positions within the subgroup. The jobs so designated shall be added or deleted, as needed.

Recreation Activities Subgroup, UA-1101.10

Aero Club Manager, UA-1101.11
Golf Course Manager, UA-1101.12
Bowling Center Manager, UA-1101.13
Auto Hobby Shop Manager, UA-1101.14
Rod and Gun Club Manager, UA-1101.15
Marina Club Manager, UA-1101.16
Recreation Center and/or Area Manager, UA-1101.17

Hospitality Subgroup, UA-1101.20

Open Mess Manager, UA-1101.21
Bar Manager, UA-1101.22
Caterer, UA-1101.23
Food Service Manager, UA-1101.24

Personal Services Activities Subgroup, UA-1101.30

Barber Shop Manager, UA-1101.31
Beauty Shop Manager, UA-1101.32
Laundry and/or Dry Cleaning Shop Manager, UA-1101.33
Watch Repair Shop Supervisor and/or Manager, UA-1101.34
Optical Shop Supervisor and/or Manager, UA-1101.35
Personal Services Manager, UA-1101.36

Lodging Subgroup, UA-1101.40

Guest House Manager, UA-1101.41
Navy Lodge Manager, UA-1101.42
Housing Service Manager, UA-1101.43

Child Care Center Subgroup, UA-1101.50

Child Care Center Manager, UA-1101.51

Retail Activities Subgroup (Other than GM, Exchange Manager, and Retail Manager), UA-1101.60

Military Clothing Sales Store Manager, UA-1101.61
Package Store Manager, UA-1101.62
Pro Shop Manager, UA-1101.63
Vending Manager, UA-1101.64
Sales and Merchandising Manager, UA-1101.65
Retail Operations Manager, UA-1101.66
Combined Operations Manager, UA-1101.67
Auto Activity Manager, UA-1101.68
Shift Manager (Retail) UA-1101.69
Area Retail Manager, UA-1101.70
Area Services Manager, UA-1101.71
Area Personal Services Manager, UA-1101.72
Area Vending Manager, UA-1101.73
Retail Specialist, UA-1101.74
Deferred Payment Manager, UA-1101.75

Miscellaneous Subgroup, UA-1101.99

This subgroup includes jobs classified to the UA-1101 series, but not identified with the jobs designated in section H., above.

DEPARTMENT OF DEFENSE
PUBLICATION SYSTEM

CHANGE TRANSMITTAL

OFFICE OF THE SECRETARY OF DEFENSE
Assistant Secretary of Defense
(Force Management and Personnel)

CHANGE NO. 8
DoD 1401.1-M-1
September 9, 1988

JOB-GRADING SYSTEM MANUAL FOR
NONAPPROPRIATED FUND INSTRUMENTALITIES

The Acting Deputy Assistant Secretary of Defense (Force Management and Personnel) has authorized the following page changes to DoD 1401.1-M-1, "Job Grading System for Nonappropriated Fund Instrumentalities," October 1981:

PAGE CHANGES

Remove: Pages 4-44 through 4-47, 4-50&4-51, 4-233 through 4-236
Insert: Attached replacement pages and new pages 4-236A&4-236B

Pages 4-45 and 4-234 through 4-236 are changed in their entirety.
A change appears on page 4-50 and is indicated by marginal asterisks.

EFFECTIVE DATE

The above changes are effective immediately. Forward two copies of revised implementing documents to the Deputy Assistant Secretary of Defense (Force Management and Personnel) within 120 days.

James L. Elmer

JAMES L. ELMER
Director
Correspondence and Directives

Attachments: 12 pages

WHEN PRESCRIBED ACTION HAS BEEN TAKEN, THIS TRANSMITTAL SHOULD BE FILED WITH THE BASIC DOCUMENT

SD FORM 106-2
81 MAR

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
SECURITY GUARD PS-0085-0

GENERAL STATEMENT:

This standard covers positions that involve performing work in protecting an organization's property and, as a secondary function, safeguarding those persons in and around the area being protected.

Security Guards are responsible for patrolling, protecting, and inspecting buildings and property. Their duties include guarding of supplies, merchandise, and equipment and enforcing rules and regulations. In their protection of persons, Security Guards are concerned with protection against hazards such as fire and prevention of theft of government property.

A Security Guard characteristically either stands at a fixed position or patrols an assigned area. He or she is alert and watchful to detect any situation that endangers property or merchandise. Security Guards may direct and control traffic from a stationary post. Usually, a Security Guard wears a uniform and displays a badge of authority. The Guard's deportment and appearance are military-like. When Security Guards have people-oriented enforcement responsibilities, they are concerned usually with a limited range of offenses such as disorderly conduct or theft but not with more serious offenses. He or she is tactful and courteous in his or her contacts with persons he or she suspects or apprehends.

Security Guards also may be required to perform incidental duties for a small portion of the time. Some assignments of this nature are regulating temperatures in buildings; acting as relief telephone operators, relief receptionists, or relief elevator operators; operating two-way radios; recording (logging in) visitors and preparing passes for their use; performing emergency manual labor; and carrying out minor housekeeping tasks.

The Security Guard operates under a system of close and rigid controls designed to minimize the probability of emergency situations occurring, and ensuring that those situations that do occur shall be dealt with in a prescribed manner. Notice of any emergency situation is to be relayed to higher authority as expeditiously as the nature of the situation requires or allows. The Security Guard is therefore provided with comprehensive training in his or her duties. He or she is required to act in accordance with very specific and detailed instructions that cover every kind of circumstance that can be anticipated. His or her supervisor usually is available to him or her by phone or some other means of communication.

SECURITY GUARD PS-0085-2:

DUTIES AND RESPONSIBILITIES:

The Security Guard works in a facility that requires normal security protection. He or she reports fires, accidents, and any subsequent hazards, taking appropriate emergency action (for example, uses fire extinguisher to put out a fire which has just begun). The incumbent protects occupants and buildings from trespassers,

tactfully denying admittance to anyone not authorized within the buildings and warehouses; inspects parcels, as required; directs or escorts visitors in the facility; and controls parking in authorized areas.

The Security Guard serves as master-at-arms in a club; may verify identification of persons entering the club; patrols club, circulating among patrons to maintain order and to prevent damage to furnishings; and warns persons guilty of infractions. Removes disorderly patrons from the club, using force, if necessary. (The Security Guard may call military security police for assistance, if needed.)

SUPERVISORY CONTROLS:

Security Guard manuals, written instructions, and personal supervision are very specific and there is a periodic supervisory review. The supervisor usually is available to advise on unique situations.

SECURITY GUARDS PS-0085-3:

DUTIES AND RESPONSIBILITIES:

These positions characteristically are those of Security Guards who enforce special security measures in buildings and warehouses where theft of cash or merchandise could result in serious and extensive financial loss.

Typical assignments may include: fixed guard posts, motorized patrol, foot patrol, traffic control, and enforcing security measures. Additional duties may include examining shipments of merchandise or receipts when such shipments are brought into or removed from the security areas, answering numerous questions regarding the property or premises, or referring these inquiries to the appropriate authority, and providing training to PS-2 level Security Guards in methods of fire and accident prevention, security regulations, and procedures.

Personal contacts typically are more significant and more frequent than at the PS-2 level. Security Guards dealing with large numbers of the public shall employ courtesy and tact. Security Guards enforcing the stricter security measures typical of the grade level shall employ firmness in explaining and enforcing the applicable regulations.

SUPERVISORY CONTROLS:

Specific guides are provided usually in the form of manuals, regulations, and written or oral instructions applicable to each post of duty. Emergency situations are covered by instructions, when possible. However, in certain emergencies, incumbents are required to decide what action is necessary and to carry out that action immediately. Incumbents of these positions work under limited supervision.

#Second Amendment (Ch 8, 9/9/88)

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
TICKET SELLER PS-2091-2

DUTIES AND RESPONSIBILITIES:

- Receives tickets and change fund from theater officer or assistant manager and signs appropriate hand receipts.

- Checks box office sign for proper admission fee, audience classification, and program starting time. Opens and closes box office according to prescribed schedules. Advises ticket taker or usher of opening number of admission tickets for current performance.

- Checks identification of all patrons in civilian clothing and sells tickets only to authorized patrons. Exchanges tickets for passes presented and accounts for passes. Issues a guest authorization card for each guest.

- Cleans and lubricates the ticket register. Removes tickets from the register and secures them after the matinee and the final performance.

- Accounts for admission tickets and cash issued by the theater officer or assistant manager and for ticket sales receipts.

SUPERVISORY CONTROLS:

After initial orientation, the incumbent performs assigned tasks independently. However, supervisory assistance readily is available to resolve unusual problems.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
USHER PS-0189-1

DUTIES AND RESPONSIBILITIES:

-Accepts patrons tickets and conducts patrons to unoccupied seats with the least possible delay and annoyance to the audience.

-Ensures that there is no smoking in the theater.

-Maintains order within the theater.

-Removes door wedges and checks restrooms and lounges before reopening the theater.

-Informs supervisor of major deficiencies.

SUPERVISORY CONTROLS:

The incumbent performs work under continuous supervision. New assignments are explained in detail to the incumbent. After the initial period of orientation, the incumbent performs routine tasks independently.

C. ADMINISTRATIVE SUPPORT JOB-GRADING STANDARDS

	TITLE	SERIES	PAGE	GRADE LEVEL DESCRIPTION
	Accounting Clerk/Technician	AS-0525	4-51	4-5-6-7
	Audit Clerk	AS-0503	4-65	4
	Bookkeeping Machine Operator	AS-0354	4-66	2-3
	Calculating Machine Operator	AS-0355	4-70	3-4
	Cashier	AS-0530	4-73	3-4-5-6
	Clerk-Stenographer	AS-0312	4-77	4-5-6
	Clerk-Typist	AS-0322	4-83	2-3-4-5
	Coding Clerk	AS-0357	4-87	
	Computer Clerk	AS-0335	4-91	4-5
	Computer Operator	AS-0332	4-93	5-6-7
	Courier	AS-0302	4-102	3-4
	Editing Clerk	AS-1087	4-103A	5-6
	Engineering Drafter	AS-0818	4-104	5-7
	Equipment and Facilities Clerk	AS-2005	4-107	5
	File Clerk	AS-0305	4-108	1-2-3-4
	Freight Rate Assistant	AS-2131	4-112	5-6
	General Clerical Series	AS-0303	4-113	1-2-3-4-5-6-7
	Insurance and Claims Clerk	AS-0998	4-119	4-5-6-7
	Keypunch Operator	AS-0356	4-125	3-4
	Library Aid	AS-1411	4-128	1
	Mail Clerk	AS-0305	4-129	2-3-4
	Management Assistant	AS-0344	4-133	5-6-7
	Office Machine Operator	AS-0350	4-136	2-3-4-5-6
	Payroll Clerk	AS-0544	4-144	4-5-6
	Personnel Clerk	AS-0203	4-150	5-6-7
	Photo Lab Technician	AS-1060	4-155	5
	Procurement Clerk	AS-1106	4-156	4-5-6
	Purchasing Agent	AS-1105	4-160	6-7
	Receptionist	AS-0304	4-167	3-4-5
	Safety and Security Technician	AS-0085	4-171	7
	Secretary	AS-0318	4-174	6-7
	Shipment Clerk	AS-2134	4-176	4
*	Statistical Clerk	AS-1531	4-180	4-5 *
	Supply Clerk	AS-2005	4-184	3-4-5
	Supply Clerk (Inspection)	AS-2005	4-188	6-7
	Tape Librarian	AS-0335	4-190	6-7
	Telephone Operator	AS-0382	4-192	2-3-4
	Teletypist	AS-0385	4-195	4-5
	Travel Clerk	AS-2132	4-197	5-6-7

Grade level evaluation by reference to separate DoD NAF job-grading standard.

#Third Amendment (Ch 8, 9/9/88)

DOD NAF ADMINISTRATIVE SUPPORT
JOB-GRADING STANDARD
ACCOUNTING CLERK/TECHNICIAN AS-0525-0

EXCLUSIONS:

-Positions requiring professional knowledge and application of accounting principles and theory in the design, development, installation, operation, or inspection of accounting systems; the audit or similar examination of accounts and records of transactions; or the examination, analysis, and interpretation of accounting reports. (See OPM PCS for Accounting and Budgeting Group GS-500 and 510, reference (h).)

-Positions involving the performance of clerical work in the receipt, disbursement, examination, deposit, safekeeping, or other clerical processing of cash items. (See Cashier Series AS-530.)

-Positions involving primarily the examination for accuracy, legality, compliance with regulations and justification of vouchers, invoices, claims, and other requests for payment. (See OPM PCS for Voucher Examining Series GS-540. reference (h).)

-Positions involving the maintenance and adjustment of inventory accounts, the records of property and supply transactions, the record control of the establishment of stock levels, and the issuance of supplies and equipment, when such positions primarily require application of a knowledge of supply procedures. (See Supply Clerk Series AS-2005.)

-Positions involving technical support work in limited phases of computer specialist functions or similar tasks in installing or operating data processing systems. (See OPM PCS, reference (h), for Computer-Related Series GS-330-335 or Computer Operator Series AS-332.)

-Positions involving primarily the operation of a bookkeeping machine on other than an incidental basis. (See Bookkeeping Machine Operator Series AS-354.)

-Positions involving primarily the computation and verification of pay, maintenance of records, and preparation of related reports as well as maintenance, review, and disposition of time and leave records. (See Payroll Clerk Series AS-544.)

TITLES:

The title for nonsupervisory positions at the AS-4 level is ACCOUNTING CLERK. For positions at AS-5 and above, the title is ACCOUNTING TECHNICIAN.

The DoD Accounting Clerical standards are presented in a modified factor format, utilizing five pertinent factors. If existing positions description provide the necessary information, there shall be no need to rewrite the description in a factor format. When accounting clerical positions need rewriting for classification purposes, the new description shall be prepared in the format of the DoD Standard.

E. UNIVERSAL ANNUAL JOB-GRADING STANDARDS

	TITLE	SERIES	PAGE
	Aero Club Manager	UA-1101	4-234
	Bowling Center Manager	UA-1101	4-237
	Caterer	UA-1101	4-240
	Child Care Center Manager	UA-1101	4-242
	Exchange Manager	UA-1181	4-246
	General Manager	UA-1180	4-251
	Golf Course Superintendent	UA-1601	4-256
	Golf Course Manager	UA-1101	4-256
	Mess or Club Manager	UA-1101	4-267
	Package Store Manager	UA-1101	4-259
	Retail Manager	UA-1182	4-261
*	Teacher (Child Development)	UA-1710	4-302

DoD NAF UNIVERSAL ANNUAL JOB-CLASSIFICATION STANDARD AERO CLUB MANAGER UA-1101-0 FLYING ACTIVITY MANAGER UA-1101-0

GENERAL INFORMATION

Aero Clubs or Flying Activities are established as Nonappropriated Fund Instrumentalities (NAFIs) whose primary purpose is to function as recreational activities to promote morale and foster an appreciation and aptitude for flying. These activities must comply with Federal Aviation Administration (FAA) and National Transportation Safety Board regulations. The primary objective of an Aero Club and/or Flying Activity Manager is to operate the facility in an atmosphere that encourages participation, ensures maximum availability, and provides sound financial management.

SERIES

The paramount requirement of Aero Club and/or Flying Activity Manager positions is a thorough knowledge of the business practices and methods of managing a specialized association of members and participants. These positions require a general knowledge of aviation management, accounting and budgeting techniques to meet operational goals, as well as public relations skills. These manager positions shall be classified to the UA-1101 series because the UA-1100 occupational group does not contain a specific series for this kind of work.

EXCLUSIONS

Positions that involve piloting or copiloting of airplanes or helicopters or flight instructing are classified to the Aircraft Operation Series, UA-2181.

CLASSIFICATION FACTORS

Most positions that have program responsibility for various segments of an installation's recreation program are classified in the Recreation Specialist Series UA-188. However, positions that have responsibility for managing Aero Club and/or Flying Activity facilities are classified in the UA-1101 series rather than the UA-188 series because they must possess a thorough knowledge of the business practices and methods associated with Aero Club facilities rather than a specialized knowledge of recreation techniques and principles. There is, however, a close relationship to positions classified in the UA-188 series, and for this reason, the grading criteria used to classify Aero Club and/or Flying Activity Manager positions should be linked as closely as possible to the grading criteria in the OPM standard for the Recreation Specialist Series, GS-188, but with due consideration for the business aspects of these positions.

The grading of Recreation Specialist positions is based on the assessment of their program management responsibilities. Program management responsibilities consist of program constituency, variety and volume of activities, and environmental elements. Each of these components must be evaluated separately, and then collectively, to arrive at an accurate assessment of each position's program management responsibilities.

For program constituency, this guide will use the number of members (excluding primary students; i.e., those enrolled in a recognized course sponsored by the activity whose objectives include teaching the fundamentals of flying, navigation and solo control of aircraft, and landing) and the number of primary students. The guidance is based on actual rather than potential participation as used in the GS-188 standard.

Evaluating the factors of variety and volume of activities requires a departure from the GS-188 standard. Unlike Recreation Specialists, who usually have responsibility for a number of activities within a specialty area, Aero Club and/or Flying Activity Managers have responsibility for only one recreation activity. However, to credit these positions with only one recreation activity would underestimate their overall responsibilities. Therefore, each of these responsibilities is treated as an activity and given specific point values. Certain responsibilities were placed in the category of essential minimum basic activities, others were placed in the other basic activities, and still others were considered enhancing activities. The total of the points for basic program and enhanced program provides an overall point total for this factor.

Environmental elements have been established much in the same manner as in the GS-188 standard but peculiar to Aero Club and/or Flying Activity Manager positions.

JOB-GRADING CRITERIA

A. PARTICIPANT POPULATION: The factor of participant population will be measured by the number of regular members and/or participants and the number of primary students.

1. NUMBER OF MEMBERS AND/OR PARTICIPANTS (EXCLUDING PRIMARY STUDENTS)

	POINTS
Under 50	1
50- 75	2
76-100	3
101-125	4
126-150	5
151-175	6
176-200	7
201-225	8
226-250	9
Over 250	10

2. NUMBER OF PRIMARY STUDENTS

	POINTS
Under 30	1
30- 50	2
51- 70	3
71- 90	4
91-110	5
111-130	6
131-150	7
Over 150	8

#First Amendment (Ch 8, 9/9/88)

B. PROGRAM ACTIVITIES:

1. ESSENTIAL MINIMUM BASIC ACTIVITIES	POINTS
One aircraft, one hangar facility with an office, a program offering a ground school (one-on-one basis), flight training for private pilot license, and aircraft maintenance and inspection capability.	2

2. MONTHLY FLYING HOURS: Additional credit is given as the number of flying hours increase. This average shall be based on those 6 consecutive months during the fiscal year that yield the highest number of flying hours. This will accommodate those locations where poor weather limits the flying during certain months.

HOURS	POINTS
Under 150	1
150-225	2
226-300	3
301-375	4
376-450	5
451-525	6
526-600	7
601-675	8
676-750	9
Over 750	10

3. ENHANCED PROGRAM: These are activities, functions, or situations in an Aero Club that go beyond the basic program.

DESCRIPTION	POINTS
Club and/or activity owns or leases complex aircraft (multi-engine, retractable gear, or float aircraft)	1
Retail Sales Shop (Pilot supplies, flight equipment, etc.)	1
FAR (Part 141) Certification	2
Multi-engine Aircraft Training	2
Commercial Pilot Training	2
Airframe and Power Plant Mechanics Training	2
Instructor Pilot Training	3
Aerobatic Training	3
Float Aircraft Training	3
Instrument Training	3
Aircraft Transport Pilot Training	4

#First Amendment (Ch 8, 9/9/88)

NOTE: A maximum of 15 points may be credited for an enhanced program.

C. ENVIRONMENTAL ELEMENTS:

DEFINITIONS:

Two or more facilities are managed that are geographically separate from each other (located on the same or nearby installation or one on base and one off).

Club and/or activity maintains its own runway or its own ramp.

In an overseas environment, host country laws, regulations, policies, and air space rules affect program planning and administration.

In an overseas environment, a manager supervises local national employees in addition to nonappropriated fund and contract employees and requires knowledge of one additional personnel system.

NOTES:

1. Each environmental element is worth one point.

2. It is recognized that other significant environmental elements may exist. If so, each should be properly documented and given credit.

D. FINAL GRADE DETERMINATION:

FACTORS:	POINTS
1. Participant Population (number of members and number of primary students)	
2. Program activities	
a. Basic Program	
(1) Essential minimum basic activities	
(2) Other basic program elements (average monthly flying hours)	
b. Enhanced Program	
3. Environmental Elements	
Grand Total:	

CONVERSION TABLE

NUMBER OF POINTS	GRADE
Up to 12	UA-5
13 - 19	UA-6
20 - 26	UA-7
27 - 33	UA-8
34 - 40	UA-9
41 - 47	UA-10
48 & over	UA-11