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SERIES DEFINITION

This series includes positions that involve managing, supervising, or performing administrative work concerned with retirement and insurance benefits in the Federal service. This includes positions responsible for: (1) analyzing, adjudicating, adjusting, and reconsidering retirement, disability, and survivor benefits applications and claims; (2) preparing agency positions and/or representing the agency in appeals on retirement matters; (3) auditing the annuitant and survivor rolls and taking actions to prevent fraudulent payments; (4) providing guidance, consultation, and staff assistance to agencies, former employees, annuitants, spouses, survivors, and eligible family members regarding retirement and insurance; (5) formulating and evaluating program policies and functions; (6) developing procedures, methods, work aids, technical guides, and other reference material for program operations; and (7) developing and/or conducting program training.

Positions are included in this series when they primarily require knowledge of Federal civil service retirement and insurance laws, regulations, principles, systems, operational requirements, and associated analytical skills and abilities.

This standard replaces the Position Classification Standard for Civil Service Retirement Claims Examining Series, GS-0997, issued in December 1963.

EXCLUSIONS

1. Classify one-grade interval positions that involve technical support in the operation of Federal retirement benefits programs in the [General Claims Examining Series, GS-0990](#).
2. Classify one-grade interval positions that involve supporting the operation of Federal retirement benefits programs by providing information about retirement and insurance matters in the [Contact Representative Series, GS-0962](#). Such positions involve providing centralized services to callers regardless of their agency affiliation.
3. Classify positions located in agency personnel offices that involve providing information and counseling about retirement and insurance benefits and requirements in the [Personnel Clerical and Assistance Series, GS-0203](#), in the [Employee Relations Series, GS-0230](#), or in the [Personnel Management Series, GS-0201](#).
4. Classify positions that involve education and training work associated with operating retirement and insurance benefit programs in the appropriate series in the [Education Group, GS-1700](#), when the paramount requirement is knowledge of, or skill in, education, training, or instruction processes.
5. Classify positions that involve the evaluation of retirement and insurance benefits program operations in the [Management and Program Analysis Series, GS-0343](#), when the primary knowledge is of management principles and processes, analytical and evaluative methods, and techniques for assessing program and organizational effectiveness and efficiency.

6. Classify positions that involve providing support in the automation of retirement and insurance benefits program operations in the [Computer Specialist Series, GS-0334](#), when the paramount knowledge used concerns computer requirements and techniques.
7. Classify two-grade interval administrative positions that involve the performance of various legal assistance functions in connection with hearings, appeals, litigation, or advisory services in the [Paralegal Specialist Series, GS-0950](#).

OCCUPATIONAL INFORMATION

The laws pertaining to retirement and insurance are continually changing. Frequently, new legislation, regulatory interpretations, and/or court decisions add requirements and benefits to those already existing, requiring personnel in this occupation to know and apply both old and new procedures and concepts. Because the annuitants and survivors affected by these provisions span multiple generations, personnel in this occupation must know and apply a mix of governing program and operational specifications that cover various periods of time.

Most personnel enter this occupation at the GS-05 level. At the lower and mid-levels, they determine entitlement to Federal retirement benefits, adjudicate claims, solve benefits problems, oversee the annuity rolls, and tutor staff. At the higher levels, they reconsider entitlement and benefits decisions; represent the agency in appeal actions before administrative judges of the Merit Systems Protection Board; and develop systems, methods, procedures, and training to improve program operations and to respond to new requirements.

TITLES

Federal Retirement Benefits Specialist is the title for positions classified to this series.

Supervisory Federal Retirement Benefits Specialist is the title for supervisory positions.

EVALUATING POSITIONS

Use the factor level descriptions and illustrations in this standard to classify nonsupervisory positions at full performance levels. Apply the basic instructions and concepts for the Factor Evaluation System (FES).

This standard does not provide criteria for trainee positions. To classify these positions use the [FES primary standard](#) along with this standard, and sound classification and position management practices.

The absence of factor level descriptions or illustrations above or below the levels depicted in this standard does not prohibit using these levels to classify positions. Work at these levels is graded by extending the criteria in this standard in accordance with levels described in the FES primary

standard and sound classification judgment. Other standards also may provide a basis for factor level comparison.

Some positions properly classified in this series may have to be evaluated in whole or in part by classification guides appropriate to the functions performed. For example, use the [Grade Level Guide for Instructional Work](#) to evaluate instructional duties and the [Administrative Analysis Grade-Evaluation Guide](#) to evaluate analytical work not addressed in the standard. Evaluate supervisory positions using the appropriate supervisory grade evaluation guide.

The grading criteria in this standard are described within the context of Federal civil service retirement and insurance programs. Caution should be exercised in applying these criteria outside of this subject-matter and legislative context.

GRADE CONVERSION TABLE

Total points on all evaluation factors are converted to GS grades as follows:

Grade	Range
GS-05	855-1100
GS-06	1105-1350
GS-07	1355-1600
GS-08	1605-1850
GS-09	1855-2100
GS-10	2105-2350
GS-11	2355-2750
GS-12	2755-3150
GS-13	3155-3600

FACTOR LEVEL DESCRIPTIONS

FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

Level 1-6 -- 950 points

Knowledge and skills typically required at this level include:

- S Knowledge of the laws, regulations, policies, systems, and procedures relating to Federal civil service employee retirement and insurance programs;
- S Knowledge of the legal treatment of matters relating to the validity of marriage, divorce, descent, and distribution of property as they apply to retirement and insurance benefits;
- S Knowledge of the relationships among Federal employee retirement and insurance programs and other retirement and insurance programs (e.g., provisions of Social Security, Military, Workers' Compensation, and Foreign Service retirement and insurance programs);
- S Knowledge of personnel management policies and practices as they relate to retirement and insurance benefits;
- S Skill in interpreting, applying, and explaining the retirement and insurance laws and regulations, and in dealing successfully with a variety of individuals in varying life or organizational capacities, in situations that may be stressful;
- S Skill in reading and understanding various legal and medical documents; and
- S Skill in independent analysis and problem-solving to:
 - develop appropriate information and evidence;
 - analyze numerous facts and allegations to determine their accuracy and applicability;
 - reach timely and correct conclusions; and
 - express decisions clearly and concisely in both written and oral form.

Knowledge and skills are used to examine, adjudicate, and provide peer review on cases where the issues are clear and the policies, procedures, and regulatory provisions are directly applicable; to develop and prepare definitive written explanations and correspondence on case facts, determinations, and legal and regulatory provisions concerning such cases; and to tutor trainees in preparing and processing cases, determining entitlements, and documenting case files both manually and through automated systems.

Level 1-7 -- 1250 points

This level requires a comprehensive knowledge of retirement benefit programs of sufficient breadth or intensity to perform the complete spectrum of functions within an assigned area without limitation as to type of case and degree of difficulty, or to develop new or modified systems, methods, and guidelines to support program operations.

Such knowledge is used to resolve cases in which issues, circumstances, and/or governing provisions require advanced expertise to resolve their adjudication peculiarities; to make determinations involving hard to prove medical impairments or to decide similarly obscure special entitlement matters; and/or to prepare or review and approve Congressional and sensitive correspondence on complex, delicate, or highly contested case matters and determinations.

For some positions, knowledge is used to reconsider initial adverse decisions and to prepare final determinations that serve as the legal record and basis for supporting or reversing previous decisions, or to prepare the agency's position and/or to represent the agency on disability or special entitlement cases before the Merit Systems Protection Board.

For other positions, knowledge is used to develop and prepare methods, procedures, Governmentwide forms and program material; or systems for program operations, management controls, information and documentation systems, or similar management and program tools.

For some positions, the knowledge is specialized and of great depth, to permit, for example, the specialist to serve as primary source of subject matter knowledge and technical information on the provisions of the Federal employee health and life insurance programs as they relate to retirement programs.

Level 1-8 -- 1550 points

This level of knowledge requires mastery of the principles, concepts, laws, and systems involved in retirement benefits program administration and of developments in the field sufficient to interpret and apply new laws and to resolve broad policy issues. The work involves application of expert knowledge of retirement and insurance programs and skill to develop new program policy, comprehensive guidelines, or major new systems; or to extend and refine new approaches and methods to deal with large categories of actual or potential employees, annuitants, and/or survivors as a result of new legislation or major court or administrative body decisions.

Typically, the specialist is considered to be a technical authority in a program area by peers, program managers, and policymakers and is called upon to perform a key role in resolving issues that significantly impact retirement program administration. For example, knowledge is used by specialists to prepare or develop options and recommended courses of action as a result of new legislation or major court, administrative, or management decisions. It is used to plan, organize, and lead a team in the preparation of requirements and specifications for new, large scale

computerized systems, or in the evaluation of overall plans and proposals for major processing systems developed by contractors.

Knowledge is also used to resolve or recommend disposition of major fundamental program issues arising from quality assurance or inspector general reviews. It is used to develop legislative or regulatory proposals and related supporting materials involving broad aspects of Federal employee retirement or insurance benefits programs; to prepare Congressional testimony for policy officials concerning program operations; to consult with the Office of Management and Budget on financial and major systems requirements; and/or to perform work of a similar nature concerning the interests of Congress and Executive management agencies.

FACTOR 2, SUPERVISORY CONTROLS

Level 2-2 -- 125 points

The supervisor assigns cases, projects, or tasks and indicates what is to be done, the quality and quantity expected, deadlines, and priorities of assignments. The supervisor or higher level specialist provides specific guidance on methods and sources when new or unusual assignments are performed.

The specialist uses initiative and carries out assignments independently such as examining case files; researching and analyzing personnel, payroll, medical, and other documents; selecting and applying guidelines; reaching conclusions; applying formulas and computing annuities; preparing forms, letters and other documents; and preparing justifications for decisions. The specialist contacts the supervisor or senior specialist for help or decisions when new or unusual problems and issues are encountered.

The supervisor or higher level specialist reviews completed work, such as letters, forms, computations, and decisions, to assure that it is technically accurate and complies with instructions and guidelines. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Level 2-3 -- 275 points

The specialist receives assignments for which objectives, priorities, and deadlines have been established by the organization's procedures and policy or by supervisory instruction. The supervisor or a senior specialist is available to advise on potential problems, and to assist with unusual situations that do not have clear guidelines or precedents.

The specialist completes the cases independently or carries out the successive steps in the staff assignment according to accepted practices and methods and within the guidelines of the organization. The specialist handles problems or deviations in the work in accordance with general directions, previous training, accepted techniques, and organizational practices.

The supervisor or a senior specialist samples completed case adjudication work for appropriateness of results and conformity to established requirements and deadlines, but normally does not review work methods in detail. Staff assignments are reviewed for technical soundness, appropriateness, and conformance with guidelines and legal requirements.

Level 2-4 -- 450 points

The supervisor sets the overall objectives and resources available. Casework is usually assigned according to a standardized control system or otherwise goes directly to the specialist. In project assignments, the specialist and supervisor develop a project plan that typically includes identification of the work to be done, the scope of the project, and deadline for its completion.

The specialist typically establishes priorities within the framework of established guidelines; independently plans and carries out the work; interprets policy on his/her own initiative in keeping with established objectives; determines the methods and contacts; and coordinates the work with others as necessary. The specialist keeps the supervisor informed of progress on assignments and the existence of potentially controversial matters.

The supervisor evaluates completed case work only in terms of effectiveness in meeting organizational goals or reviews completed staff projects for feasibility and effectiveness in achieving intended objectives.

FACTOR 3, GUIDELINES

Level 3-2 -- 125 points

Procedures for doing the work are well established, and written guidelines such as explanations of regulatory, operational, and policy requirements, procedural manuals, and other instructions are available for all aspects of the work. The specialist selects the appropriate references and procedures for each phase of the adjudication process.

The specialist uses judgment in identifying and selecting the appropriate provisions and procedures according to the circumstances and characteristics of the case. The specialist may make only minor deviations and adapt guidelines only within supplemental oral or written instructions. The specialist contacts the supervisor or a higher level worker for situations not covered by guidelines and precedents.

Level 3-3 -- 275 points

Guidelines include laws, regulations, organizational policy, and procedural manuals, but the specialist may need to refer to technical manuals, precedent cases, or court or other legal decisions. The specialist often encounters cases and situations for which guidelines or precedents are unclear, or not completely appropriate.

The specialist uses judgment in interpreting, adapting, or extrapolating from existing guidelines and precedents to arrive at a conclusion, or to take or recommend action.

Level 3-4 -- 450 points

Guidelines include laws, regulations, and policies that are broadly stated or contradictory and procedures that, when they exist, are frequently incomplete, or of limited use. Guidelines are often inadequate for dealing with highly contested cases and/or those involving new areas of coverage. Often they must be extended or modified when developing new or revised requirements, procedures, or precedents.

The specialist uses initiative and resourcefulness in developing the agency's position for reconsidered or appealed cases; in devising new or revised methods and criteria; or in formulating more specific guidelines for others to use.

FACTOR 4, COMPLEXITY

Level 4-3 -- 150 points

The work consists of examining documentation, evaluating whether all applicable requirements are satisfied, determining entitlement, arriving at a decision concerning the retirement benefits that are applicable, and granting or denying such benefits.

The specialist decides how to approach each case based upon the information available, the situation presented, and the requirements of applicable governing provisions. The specialist analyzes the particular facts of each case, verifies and evaluates information, obtains additional information to reconcile discrepancies or inconsistencies, and applies the pertinent laws, regulations, policies, precedent decisions, and procedures to determine what actions can be taken to provide the benefits sought.

The specialist evaluates cases in relation to program requirements, discerns factual interrelationships that are not always obvious, assesses a variety of situations depending on the particulars of the case, and is authorized to represent the organization in all dealings on case matters or projects.

Illustrations:

1. Examines retirement applications to determine interim annuity payments pending final adjudication. Decides whether there is adequate documentation to establish title to an annuity, whether there is sufficient information to compute an interim annuity amount, and whether the conditions necessary to permit release of payment, such as spousal notification or settlement of Government claims, are satisfied.

2. Adjudicates pending claims for retirement and insurance benefits. Completes action on applications for retirement or death benefits and places retiring employees or surviving beneficiaries of deceased employees and retirees on the annuity roll. Analyzes information to establish the length and type of creditable service. Determines the amount of retirement contributions, refunds of contributions, payments and repayments needed for service credit, and whether all special requirements and conditions applicable to the type of case have been met. In applications for death benefits, determines whether the requirements for payment of a survivor annuity or lump sum are satisfied. Other decisions include the amounts to be deducted from annuity payments for health and life insurance or to satisfy court orders or Government claims.
3. Provides information and guidance to trainees on factfinding techniques, analytical methods, and automated and manual systems use. Explains the meaning of information in the case files and how various forms are completed. Provides guidance on how to access information screens in various automated systems and the use of manual systems and references. Also provides assistance in developing reports and correspondence and on matters of style and content.

Level 4-4 -- 225 points

The work consists of resolving cases that involve: issues and governing provisions that are not clear, unusual combinations of circumstances, decisions of other Government agencies in other benefit or entitlement matters, instances where there is a need to override automated systems to accommodate specific case requirements, or special entitlement or disability matters. Other assignments involve responsibility for maintaining the integrity of the retirement rolls, adjudicating appeals in matters of entitlement to annuity and health and life insurance benefits, serving as a technical specialist in matters of Federal employee health and life insurance, and resolving substantive problems concerning the effectiveness and efficiency of procedural work operations.

Features complicating the work may include the need to apply numerous statutory provisions affecting benefits or establishing special conditions for retirement. They may include the need to develop information for cases that involve disputed facts, to reconstruct records that were lost or claimed to exist, or to resolve situations not specifically covered by the regulations. The mix of work often includes cases for which data are conflicting, incomplete, or old, requiring extensive reconstruction of case histories. Also, the personal situation of the annuitant or beneficiaries may, in itself, complicate the adjudication of the case. For assignments involving broader aspects of retirement and insurance systems and procedures, studies and project information, data, and other inputs are often conflicting or incomplete, cannot readily be obtained by direct means, or are otherwise difficult to document.

Casework, project, and other assignments, require originality to determine, develop, or otherwise make possible legally correct and accurate interpretations regardless of the technical difficulties encountered. In casework, the specialist must sort out convoluted factual situations, apply a tangle of governing provisions -- some of which may be subject to varying interpretations, and

resolve discrepancies concerning the propriety of the payment or benefits. In other assignments, the specialist resolves specific issues or problems of a systemic nature, refines or adapts existing work procedures to increase organization effectiveness, or accomplishes projects that result in the initial or improved automation of manual tasks.

Illustrations:

1. Adjudicates cases where it is necessary to relate decisions to the actions of other Government agencies (e.g., the Office of Workers' Compensation Programs or the Social Security Administration) and to apply the provisions of unusual, infrequently used, or dated retirement laws. Similarly, adjudicates cases for which established guidelines and methods do not apply directly or facts regarding entitlement are conflicting or in dispute. Also adjudicates cases that appear to involve fraud or cases that are sensitive because there is particular interest by an agency or Congressional staff.
2. Adjudicates applications for disability retirement and special entitlement, such as those applying to firefighters and law enforcement officers, and other cases that involve consideration of specialized criteria or unusual combinations of facts. Relevant employment information may be missing, medical records incomplete, or essential facts disputed. Contacts a variety of information sources to substantiate the claim, to obtain evidence, to resolve disputed facts, and to clarify whether the claim meets the requirements for retirement.
3. Performs various sampling, evaluation, investigation, and related activities to promote the integrity of the annuity roll and protect retirement and insurance systems from fraud and abuse. Ensures that individuals who receive annuity payments or insurance benefits are properly entitled to receive them. Questionable situations may be identified by computer matches with other Federal agencies, by surveys of persons receiving benefits, by statistical sampling, or by other techniques.
4. Studies areas that require new or substantially modified work methods, procedures, or system modifications because of operational problems or deficiencies. Develops instructions or guidance material, including additions or revisions to procedural manuals. Participates in analyzing operational effects of changes in law or regulations, identifies and clarifies problems and issues, and proposes fully researched implementation actions.
5. Considers appeals in matters of entitlement to annuity and health and life insurance benefits from individuals who believe their rights or interests have been adversely affected by an agency decision. The appeals may involve competing claims to benefits and contested issues arising from situations such as multiple former spouses, conflicting court orders, and other unusual circumstances. Performs the factfinding needed to support technically authoritative decisions. Sets forth the final decision and the basis for conclusions. The appeal file serves as the administrative record in the event of a further appeal to the Merit Systems Protection Board.

6. Serves as a technical specialist concerning the provisions of the Federal employee health and life insurance programs as they relate to civil service retirees, their surviving spouses and eligible family members, and certain former spouses. Works with insurance carriers to resolve individual and systemic problems and decides entitlement questions for which the agency has final authority.

Level 4-5 -- 325 points

The work consists of addressing or responding to unusual, sensitive, and far-reaching problems. For example, it may involve developing and arguing final technical case decisions in appellate proceedings. It may entail analyzing and determining the impact of court cases or new legislation that have potential effect on thousands of annuitants and survivors or that create another class of beneficiaries. It may involve overseeing the development of new or significantly modified retirement and insurance systems or developing regulations and associated interpretive material to implement new legislation or to rectify major problem areas in program operations.

Features complicating the work may include the need to distill and refine esoteric specifications for others to use and to assess constraints, implications, and effects of new or revised automated or manual systems on programs. They may also include the need to make recommendations that change the organization's policy and practices and to develop definitive technical positions to convince persons in authority both in and outside the agency of the appropriateness and utility of these recommendations. Decisions are complicated because there are major areas of uncertainty in the approach to be used; concerns and requirements of several organizations must be analyzed and integrated; system interrelationships and potential outputs must be analyzed and evaluated for usefulness and impact on established systems; changes in technology must be considered; and the work of other specialists must be integrated into comprehensive reports and recommendations to management about how to proceed.

The work requires originating innovative approaches to interpret and explain new requirements; to develop policies, systems, methods, and procedures; or to represent the agency in adversarial proceedings or situations. The specialist develops options, recommendations, and conclusions that consider the wide spectrum of application possibilities and may affect long-range program design and execution. The specialist analyzes new legislation and court decisions that may be susceptible to varying interpretations and originates new approaches and criteria to implement program and systemic changes.

Illustrations:

1. Prepares, presents, and defends the agency's technical position in cases that are appealed to the Merit Systems Protection Board. The cases are characterized by: (1) a large body of disputed interrelated facts and complicated situations that must be reconstructed and analyzed; (2) the need to research and evaluate the application of obscure laws and general regulations to unusual or marginal situations; (3) issues that are important because of their precedent setting nature or because of their effects on large numbers of people; (4) appellants who are

represented by legal counsel; and/or (5) outcomes that require the specialist to recommend new procedures for processing similar cases. Is authorized to settle the case at any stage of the proceedings if he/she determines that new evidence warrants reversal of the agency's position. The work may require negotiating attorney fees in cases where the agency's decision is overturned.

2. Develops regulations and associated interpretive material to implement new legislation or to rectify major problem areas in program operations in order to insure uniform and consistent treatment of retirement cases. Researches and analyzes the history and intent of legislation. Develops draft of proposed regulatory and related material for review and comment of interested parties. Projects potential outcomes of application. Assesses the impact of new or revised guidelines on program operations before finalizing them and prepares instructions and explanatory material for other specialists. Serves as an expert interpreter of retirement and insurance law, regulations, and policy and advises other specialists on the intent and application of regulations and legislation on the most perplexing cases.
3. Leads a team responsible for the development of new or significantly modified retirement or insurance systems used in the organization. For example, establishes a payment remittance system for health insurance premiums formerly deducted from annuities or develops major modifications of a significant portion of the procedural manual. Identifies and analyzes problems and issues, plans and coordinates approaches to be taken, tests new or revised operating procedures and methods to determine their effectiveness in meeting requirements, and assesses the effects of these potential changes in other program areas. The work may include ongoing responsibility for making changes in response to new requirements in program operations, legislation, and regulations.

FACTOR 5, SCOPE AND EFFECT

Level 5-2 -- 75 points

The purpose of the work is to carry out assigned basic functions relating to retirement and insurance benefits in accordance with specific governing provisions and procedures. The specialist participates in analyzing, evaluating, and adjudicating selected cases in an assigned program area.

The completed work affects the ability of the organization to determine retirement and insurance entitlement and benefits for annuitants and survivors.

Level 5-3 -- 150 points

The purpose of the work is to analyze, evaluate, and adjudicate a variety of cases in the assigned program area using established methods and procedures, or to plan and carry out small projects to improve procedures, systems, methods, or workflow within a program area. Whether

adjudicating cases or performing project assignments, the specialist considers a variety of problems, questions, or situations.

The decisions, recommendations, or work products developed affect the economic well-being of annuitants and survivors or the design or operation of systems within a program area.

Level 5-4 -- 225 points

The purpose of the work is to resolve cases that require unusual procedures, such as applying new or obscure laws or legal decisions, or going outside existing automated systems; or to make determinations that may change or modify prior decisions of other components of the organization. The purpose of the work may otherwise entail troubleshooting operational problems involving automated and manual systems or casework processes that impede or complicate the workflow.

The work may affect a class of beneficiaries and the operations of other agencies; result in new regulations, methods, or operating procedures; form the basis for significantly modifying systems; or otherwise contribute to the improvement of productivity, effectiveness, and efficiency of program operations.

Level 5-5 -- 325 points

The purpose of the work is to analyze and resolve critical problems and issues; to develop comprehensive new approaches or systems; to analyze major aspects of the programs and develop strategies for the organization (e.g., increased productivity or improved fund management); or to develop regulations or broad guidelines for the conduct of the program operations. Assignments involve resolving problems that are critical to the accomplishment of the organization's mission or involve agency or Congressional priorities. Typically reports contain findings and recommendations of major significance to top management and serve as the basis for new systems, legislation, or significantly modified programs.

The work affects how key officials in the organization carry out major programs, the capacity of the organization to resolve critical problems, and the extent to which major legislative or court decisions are implemented in a timely and correct manner.

FACTORS 6 AND 7, PERSONAL CONTACTS AND PURPOSE OF CONTACTS

Match the level of regular and recurring personal contacts with the purpose of the contact and credit the appropriate point value using the chart below.

People Contacted

1. Contacts are with employees in the immediate work unit and with other divisions of the retirement and insurance programs organization. This level is rarely found in positions in this occupation.
2. Contacts are with employees in all echelons of the agency, personnel and payroll specialists in other agencies, and some portions of the public, such as applicants, annuitants, spouses, survivors, family members, and others. The contacts are routine, such as answering questions about the retirement claims process.
3. Contacts are with staff of congressional offices and other branches of Government, attorneys, union or association representatives, bank officials, health benefits carriers, administrative judges of the Merit Systems Protection Board, and other parties with specific interests in cases or in the management of programs and operations. The content of each contact is different and the role and authority of each party must be identified and developed during the course of the contact.

Purpose

- a. The purpose of the contacts is to obtain, clarify, or give facts or information. The nature of the facts or information ranges from simple facts to highly complex procedural information.
- b. The purpose of the contacts is to resolve case-related or other matters by clarifying issues, obtaining additional information, and explaining technical requirements when the goals of persons contacted are essentially similar to those of the specialist. Other contacts are to plan and coordinate work efforts or to resolve operating problems or technical issues.
- c. The purpose of the contacts is to address, investigate, and resolve difficult and controversial issues. These contacts may be with people who are hostile, skeptical, or uncooperative, requiring the specialist to use tact, persuasiveness, and diplomacy to obtain the desired results. This level includes representing the agency before administrative judges of the Merit Systems Protection Board on cases where outcomes do not appear to have the potential for affecting other cases or setting precedents.

PURPOSE

C O N T A C T S		a	b	c
	1	30*	60*	130*
	2	45	75	145*
	3	80	110	180

* These combinations are probably unrealistic.

FACTOR 8, PHYSICAL DEMANDS*Level 8-1 -- 5 points*

No special physical demands are involved. Much of the work involves sitting at a desk or in meetings, or riding in an automobile or public transportation. There may be some walking, standing, bending, and carrying light items such as files.

FACTOR 9, WORK ENVIRONMENT*Level 9-1 -- 5 points*

The work is usually performed in an adequately lighted and climate controlled office or similar environment that involves everyday risks or discomforts and normal safety precautions. Some positions may require travel.