



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT  
Washington, DC 20415

The Director

Tuesday, October 4, 2011

**MEMORANDUM FOR: Human Resources Directors**

**FROM:** Michael J. Mahoney, Acting Deputy Associate Director

**Subject:** Draft Job Family Position Classification Standard for Support Work in the General Program and Office Services Group, 0300

The Office of Personnel Management (OPM) is releasing the draft Job Family Position Classification Standard (JFS) for Support Work in the General Program and Office Services Group. This draft proposes substantial changes to the structure of Federal support work. These jobs have evolved significantly since many of them were last reviewed; therefore, we propose to consolidate occupational series, cancel several functional classification guides, and update position titles to reflect current terminology. Please provide your comments in response to the attached request by November 18, 2011.

The Department of Defense, the Treasury Department, Department of the Interior, and the Department of Health and Human Services have agreed to serve as lead agencies in reviewing and testing the draft JFS. In addition to the lead agencies, we encourage all agencies to conduct a general review of the positions covered by this draft standard and provide us feedback.

We rely on agency human resources officials with positions covered by this draft position classification standard to contact subject matter experts and program management officials to ensure they are aware of the release of this draft standard and to seek their input. We depend on your input to assist us in making the appropriate adjustments to ensure the final standard meets your needs.

If you have questions or would like to discuss this draft standard please contact Ike Udejiofor at (202) 606-3600 or by email to [fedclass@opm.gov](mailto:fedclass@opm.gov).

Attachment 1-Job Family Position Classification Standard for Support Work in the General Program and Office Services Group, 0300

## Attachment 2-Request for Comments

### REQUEST FOR COMMENTS

#### DRAFT JOB FAMILY POSITION CLASSIFICATION STANDARD FOR SUPPORT WORK IN THE GENERAL PROGRAM AND OFFICE SERVICES GROUP, 0300

Please provide your comments and suggestions to OPM by November 18, 2011.

*Note: Do not use the grade level criteria in the attached draft to classify positions until the Office of Personnel Management issues the standard in final form.*

#### Information Requested From All Agencies

We would like subject matter experts and human resources officials to answer the following questions about this draft job family standard (JFS):

1. Is the occupational information for each series appropriate and sufficient? If not, please provide any additional narrative information you believe we should add.
2. Are the proposed series names appropriate?
3. Do the proposed titles reflect the general office and program support work in your agency?
4. The draft JFS proposes consolidating occupational series as follows:

0303, 0304, 0309, 0319, 0322, 0326, 0344, 0356, 0357, and 0394 into the 0303 series  
0382, 0390, and 0392 into the 0390 series

Do you support these consolidations? If not, please explain your response.

5. Are additional illustrations necessary for any series? If so, please submit suggested illustrations with your comments.

#### Information Requested From Lead Agencies

Please test-apply the draft JFS to a sufficient number of positions to determine if it meets your classification needs and support your estimates of potential impact. The results of your test application will provide vital information we need to produce the final standard. Please provide information on the following:

1. The *position descriptions (PDs)* by title, series, and grade level that you evaluated using the draft standard. In addition, provide the *number of positions* covered by each PD you tested. For example, one standardized PD may cover 7 positions.
2. The potential impact on each position description, i.e., whether it would be upgraded, downgraded, or remain the same, and the number of employees that will be affected
3. Copies of PDs that would change in grade level. Include an evaluation statement or an explanation of:
  - (a) How the position was classified using the present standard; and
  - (b) Why the grade changed after applying the draft criteria

As you conduct the test application, do not include positions if there is any question about the accuracy of the current grade. However, if you have positions that have been especially difficult to classify under the existing standards, please apply the draft JFS to these positions and provide copies of the position descriptions. In addition, tell us if the draft JFS was easier or more difficult to apply than the existing standard.

### **How Do You Submit Comments?**

In response to the requests outlined above, we would like to have a consolidated set of agency comments, including both:

- (a) Comments representing the agency's overall feedback; and
- (b) Representative comments from subject matter experts and subordinate locations to support your feedback.

Please submit comments in accordance with your agency's guidelines. Suggestions for change will be particularly helpful if you include the rationale and examples for the suggested change.

Please send your response by email to [fedclass@opm.gov](mailto:fedclass@opm.gov) or by hard-copy to the address below:

U.S. Office of Personnel Management  
Recruitment and Hiring  
Classification and Assessment Policy  
1900 E Street, NW, Room 6H31  
Washington, DC 20415-8330

Individuals who wish to send personal comments should send them to the same address.