



National Capital Region
Medical Directorate
ADMINISTRATIVE INSTRUCTION



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NUMBER 1400.05

PERS

SUBJECT: Civilian Position Classification

References: See Enclosure 1

1. PURPOSE. This administrative instruction (AI), based on the authority of References (a) through (c), cancels Reference (d) and is reissued herein to implement DoD policy and assign responsibilities for the National Capital Region Medical Directorate (NCR MD). This AI outlines for NCR MD managers and supervisors position classification and position management including requirements for processing classification appeals. These provisions apply to all aspects of the program for the General Service (GS) and Federal Wage System (FWS).

2. APPLICABILITY. This AI applies to the NCR MD, Walter Reed National Military Medical Center to include the DiLorenzo Clinic and the Tri-Service Dental Clinic, Fort Belvoir Community Hospital to include the Dumfries and Fairfax Clinics, and the Joint Pathology Center (JPC). Hereafter, these facilities are referred to collectively as Joint Medical Treatment Facilities (MTFs) and Centers.

3. POLICY. It is NCR MD policy that:

a. All position classification will be conducted in the context of overall organizational efficiency and the delivery of integrated healthcare delivery in the National Capital Region (NCR).

b. All civilian positions will be properly classified by application of Office of Personnel Management (OPM) Position Classification Standards and Guides (References (e) and (f)).

c. Positions will be classified based on the duties and responsibilities of the position and not the person assigned to the position.

d. Supervisors will use standardized position descriptions (PDs) unless there is a compelling reason to create a new/unique PD.

e. Authority to classify civilian positions is delegated to the Director, Civilian Human Resources Center (CHRC). This authority may not be delegated elsewhere.

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f. Informal classification complaints and formal classification appeals will be received, administered, and processed in accordance with (IAW) the provisions of Reference (g) and this AI.

4. RESPONSIBILITIES. See Enclosure 2.

5. PROCEDURES See Enclosure 3.

6. RELEASABILITY. **Cleared for public release**. This AI is approved for public release and is available on the NCR MD Website at: www.capmed.mil.

7. EFFECTIVE DATE. This AI:

a. Is effective immediately.

b. Will expire 10 years from the publication date if it hasn't been reissued or cancelled before this date in accordance with DoD Instruction 5025.01 (Reference (h)).



R. C. BONO
RADM, MC, USN
Director

Enclosures

1. References
2. Responsibilities
3. Procedures

Glossary

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ENCLOSURE 1

REFERENCES

- (a) Deputy Secretary of Defense Action Memorandum, "Implementation of Military Health System Governance Reform," March 11, 2013
- (b) DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013
- (c) National Capital Region Medical Directorate (NCR MD) Concept of Operations, September 10, 2013
- (d) Joint Task Force National Capital Region Medical Instruction 1400.05, "Civilian Position Description – CHG 1," March 21, 2012 as amended (hereby cancelled)
- (e) U.S. Office of Personnel Management Classification Standards, "Introduction to the Position Classification Standards," revised August 2009
- (f) U.S. Office of Personnel Management Classification Standards, "Introduction to the Federal Wage System Job Grading System," revised September 1981
- (g) DoD Instruction 1400.25, Volume 511, "DoD Civilian Personnel Management System: Classification Program," December 1996 through Change 1, September 29, 2005, administratively reissued March 31, 2010
- (h) DoD Instruction 5025.01, "DoD Issuances Program," June 6, 2014

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ENCLOSURE 2

RESPONSIBILITIES

1. DIRECTOR, NCR MD. The Director, NCR MD will:

a. Ensure the development, implementation, application, and evaluation of a sound and accurate position classification program that conforms to the requirements of law and cited references.

b. Ensure appropriate procedures are in place that result in equitable and consistent position classification of civilian positions across the NCR and that appropriate guidelines are in place to ensure that the principles of sound classification and position management are followed.

2. DIRECTOR, NCR MD, MTF DIRECTORS, AND THE JPC DIRECTOR. The Director NCR MD, MTF Directors, and the JPC Director will support NCR MD classification approaches and decisions and ensure appropriate information is disseminated throughout the NCR.

3. DEPARTMENT CHIEFS, SECOND-LINE SUPERVISORS AND/OR MANAGERS. The Department Chiefs, Second-line Supervisors and/or Managers will:

a. Assume personal responsibility for ensuring that the leadership and administrative personnel in each Directorate, Department and Service is advised to avoid creating new position descriptions (PDs) in any and all occupations and refer first to the standardized PDs in Fully Automated System for Classification (FASCLASS) when a new PD is needed.

b. Ensure Standardized PDs are used to fill existing positions unless the major duties of the position have changed radically.

c. Ensure subordinate supervisors use the form at Enclosure 4 when submitting a new PD to the CHRC, and also, review and approve this request when no existing PD is appropriate and a new PD is the only option.

d. Participate with subordinate supervisors and the CHRC during planning and implementation of realignments and reorganizations. Ensure that appropriate staff coordination is completed with the Personnel Branch, NCR MD, Comptroller, and other elements before reaching final decisions.

e. Make initial decisions on position management recommendations from the CHRC and approve organization structures proposed by subordinates when those are IAW established policy and guidelines.

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4. DIRECTOR, CHRC. The Director, CHRC will:

- a. Provide advice and assistance to NCR MD managers and supervisors that will assist them in discharging their responsibilities for sound and accurate classification of civilian positions.
- b. Provide training and orientation on the Federal position classification program regularly as part of new supervisory training and periodically during any necessary refresher training.
- c. Assist managers and supervisors in using FASCLASS to identify existing PDs and work with managers to modify standardized PDs to make them more current and relevant.
- d. As needed, assist managers in developing new PDs and classify these using the appropriate OPM classification standards and guides. Adapt unique, new PDs into standardized positions as appropriate.
- e. Conduct necessary position inquiry activities with employees and their supervisors to collect accurate information on duties and responsibilities assigned to employees. Use this information to write and evaluate PDs.
- f. Conduct necessary position inquiry activities as needed when employees raise formal classification appeals. Ensure that a comprehensive review is made of the employees' concerns, work with supervisors to revise PDs as needed, and gather all necessary information and documents required by DoD and OPM in connection with classification appeals.
- g. Provide advice and assistance to management during the planning and implementation phases of realignments and reorganizations, including advice on good position management practices and options.
- h. Periodically evaluate the dependability and accuracy of the organization's position classification programs and provide recommendations to overcome deficiencies or shortcomings.
- i. Carry out various special projects associated with position classification to include application of new position classification standards and provide formal comments on draft policies, or documents as required.

5. REQUESTING OFFICIALS/FIRST-LINE SUPERVISORS. The requesting Officials/First-Line Supervisors will:

- a. Be aware of and comply with the requirements of applicable law and regulation and the Director's policy on position classification and position management.
- b. To the maximum extent possible, rely on standardized PDs unless a unique need exists for a customized PD.

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c. Use the form at Enclosure 4 when a new PD is submitted to the CHRC; submit this form through supervisory channels to obtain necessary concurrences before Request for Personnel Actions (RPAs) are sent to the CHRC.

d. Review employees' PDs at least every five years to ensure the descriptions are accurate and complete.

e. Facilitate and coordinate position inquiries by the CHRC; ensure employees are properly prepared and understand the purpose of the position review.

f. Play a key role in explaining position classification decisions to employees and mitigating position classification complaints.

g. Facilitate the submission of information needed by the CHRC and Directors to adjudicate position classification appeals.

h. Work with the CHRC to resolve position classification disagreements and elevate to higher echelons when agreement is not achieved.

i. Organize and facilitate discussions with the CHRC when planning and implementing realignments and reorganizations. Carefully consider position management advice and input from the CHRC before reaching final organizational decisions.

6. DEPARTMENT ADMINISTRATORS. Department Administrators will continue to staff PDs created at one MTF with like areas and Directors For or designees at the other MTF for agreement prior to submission to CHRC.

7. EMPLOYEES. The employees will:

a. Raise concerns and questions he or she may have regarding the classification of his or her PD. Participate as needed in meetings with the supervisor and the CHRC to gather explanations and information on the classification of the position.

b. Follow established policy and procedures if a classification complaint or appeal is initiated. Provide necessary supporting information or documents as required by established procedures.

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ENCLOSURE 3PROCEDURES

There are seven situations that typically require a manager to modify the content of a PD; six of those situations typically require the assistance of an expert classifier. In all instances when a new PD is being contemplated by the supervisor, the form at Enclosure 4 will be staffed through supervisory channels so that leadership can approve/disapprove the creation of a new PD.

1. A VACANCY OCCURS WHEN THERE IS A CURRENT, ACCURATE PD. This situation does not typically require the assistance of a classifier. The supervisor will need to obtain necessary approvals to confirm funding and ensure there are no other plans in the organization that would result in a decision to delay or modify the requested recruitment action.

2. A VACANCY OCCURS, BUT THE PD IS NOT ACCURATE. This may occur when there is a change in duty requirements or organizational changes since the position was originally classified. The supervisor or manager will work with the CHRC to identify possible alternative PDs in FASCLASS. It may be possible to use the current PD as a template and make revisions to the changed duties or organizational relationships. The new PD will then be reviewed by the CHRC and classified appropriately.

3. THERE IS A NEED TO ESTABLISH A NEW POSITION. The supervisor or manager will work with the CHRC to examine standardized PDs in FASCLASS and then develop a PD of the proposed major duties of the position. The CHRC will then review the PD, gather additional information as needed, analyze the duties and classify the position by assigning a title, occupational series, and grade to the position.

4. REVIEW OF AN INACCURATE ENCUMBERED PD. When a supervisor or manager recognizes that an employee's PD is inaccurate, he or she will request a "position review."

a. The first step is to prepare a revised PD, starting with the PD inventory in FASCLASS and, as appropriate, the employee's current PD. Only the major duties (those occupying 25 percent or more of the employee's time) in the new PD should be included.

b. If leadership at the Command or Center level concurs with the position review request, the revised PD will be sent via a RPA to the CHRC for further action. Once the CHRC receives the request, a position review/inquiry will be conducted. Often the CHRC will speak directly with the employee(s) to gather facts about the position and the revised duties and/or discuss the position with the supervisor. Supervisors should prepare employees for this interview by providing the employee with the revised PD and an outline of possible questions that will be

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asked. Similarly, the CHRC may send the employee a questionnaire in advance so that the interview will be informative and productive.

c. The CHRC will revise the PD, as needed, as a result of the position interview; analyze the duties; and classify the position by assigning a title, occupational series, and grade to the position.

5. DISAGREEMENTS OVER CHRC CLASSIFICATION DETERMINATIONS

a. Every effort will be made to resolve classification disagreements at the organizational level. The first and second-line supervisors should ensure that all available information about the duties and responsibilities of the position are communicated to the CHRC. In turn, the CHRC will give full and in-depth attention to this information and will verify classification conclusions in light of any new or additional information provided or discovered.

b. When it is clear that unresolvable differences persist, the CHRC will prepare and send to the requesting supervisor a comprehensive evaluation statement of the duties. This evaluation will center on those aspects of the position upon which the disagreement is based. The requesting supervisor will consider the evaluation rationale presented and if disagreement persists, the requesting supervisor and/or the second-line supervisor may prepare a written rebuttal to the evaluation statement, focusing on those aspects upon which disagreements are based. This rebuttal will be sent to the CHRC for further action.

c. After considering any additional input from the supervisor, the CHRC will make a final classification decision, which is final. The revised PD will be implemented within two pay periods of the final CHRC decision.

6. PLANNING A REALIGNMENT/REORGANIZATION. It may become necessary for NCR MD supervisors and managers to consider assigning different duties to employees and/or re-evaluate the way the organization is structured. At the very earliest stages of planning, supervisors and managers shall contact the CHRC to request their assistance in evaluating options and weighing alternatives.

a. When contacted, the CHRC will work with the supervisor/manager to evaluate options, alternatives and determine the impact proposed changes will have on employees. For instance, the supervisor's plan to eliminate a supervisory position to streamline the organization might have unintended consequences. Similarly, restructuring or reorganizing the duties that employees may perform in a new structure have to be evaluated in terms of the impact it will have on the classification of each position and whether formal CHRC processes must be executed (such as competitively filling a new position or contacting the bargaining unit). Involving the CHRC in the earliest planning and preliminary discussions will ensure that the manager or supervisor has all the information he or she needs to make an informed decision.

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b. The CHRC will publish standard operating procedures to assist with the actual implementation of reorganizations or realignments. These procedures will be provided during planning meetings with the CHRC. It is vital to understand that a number of offices (i.e., Defense Finance and Accounting Services and CHRC) must synchronize their activities in order to properly move employees to new structures; therefore, the timelines provided during the planning stages must be followed to minimize pay errors and to ensure the proposed effective date is met.

7. CLASSIFICATION COMPLAINTS AND APPEALS

a. When an employee or group of employees raises informal questions and concerns about his or her position classification, it constitutes a classification complaint. An employee may initiate a request to management for an informal review of the classification of their position. The classification refers to the title, pay plan, series, and/or grade assigned to the position. Under the classification complaint and appeal process, an employee may not question why duties have been or have not been assigned. The manager should ensure that a clear understanding exists regarding the duties and responsibilities assigned to the employee and that the PD/core document adequately reflects such information.

b. Classification complaints can be raised at any time and must relate to the PD to which the employee is officially assigned. The first-line supervisor, with appropriate assistance and advice from the CHRC, is responsible for providing responses to employee concerns raised during the complaint process. Supervisors should try to resolve employee concerns by explaining the current classification and assignment of duties. The supervisor should also provide advice and guidance to employees on their classification appeal rights. If, during efforts to resolve the matter with the employee, it is determined by the supervisor that the PD is not accurate, the supervisor will discuss inaccuracies with the CHRC and if appropriate, will revise the employee's PD and effect further processing with the CHRC.

c. If the employee is not satisfied upon completion of the classification complaint process or if the employee elects not to use the complaint procedure, he or she may submit a formal classification appeal through the CHRC. Classification appeals must relate to the PD to which the employee is officially assigned. Bargaining unit employees will follow the classification appeal procedures outlined in the negotiated agreement.

(1) General Schedule (GS) employees may appeal to the DoD Field Advisory Service (FAS) or to the OPM. If an appeal is made to FAS and the decision is unfavorable, the employee may still appeal to OPM. If appealed first to OPM and an unfavorable decision is received, the employee cannot then appeal to FAS. PD decisions made by OPM are final and must be implemented within six pay periods of the decision date.

(2) FWS employees must first appeal to FAS. If an appeal is made to FAS and its decision is unfavorable, the employee may then appeal to OPM. Wage System Decisions made by OPM are final and must be implemented within six pay periods of the decision date.

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d. Both FAS and OPM have checklists that should be followed by the employee for submittal of appeals. The OPM requirements can be viewed at: <http://www.opm.gov/classapp/fact/MSO-00-03.txt>. Classification or position grading appeals may not be filed electronically.

e. The CHRC is responsible for making sure the required documents are signed and submitted to FAS and/or OPM, thus ensuring a complete package is forwarded to FAS or OPM. Employees should submit their classification appeals to the CHRC. Upon receipt, the CHRC has 30 calendar days to assemble and forward the appeal package to FAS and/or OPM for a decision. The CHRC will provide the employee a copy of all the information in the submitted appeal package.

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ENCLOSURE 4



Position Description Classification Request

Requesting MANAGER

Directions: Select the appropriate entries from the drop-down menus. Attach draft PD and current Org Chart showing how the position fits into the organization, including type of position (CIV, MIL, CTR, VOL, STU) and GS levels (GS equivalent for MIL or CTR positions), peers, subordinates and subordinate supervisors (if any), Chain of Command to Department Head or first Director level.

Facility: [dropdown] Submitter's Phone: [text] Email: [text]@health.mil Date: [text]

UIC | Directorate | Department | Service [dropdown]

Reason for Request [dropdown]

Position ID: None - New Position [dropdown]

Submitted by: [text] Department Head (optional per Director) Concur [text] Denied [text] Director Concur, forward [text] Denied, return [text]

Activity MANPOWER

Directions: Verify Organizational Structure provided; note deviations from established/official organization structure. Verify or assign billet identification number(s). If necessary, initiate process to modify TDA/AMD and/or other manning document(s).

Org Chart checked. Notes: [text]

Position ID(s): [text]

TDA/AMD/Manning document change(s) initiated. Date change request sent: [text] Concur, forward to Local CHRC Manpower Review by: [text] Do not concur; return to initiator

Local CHRC Review and Impact Study

| Standardized PD | Suggested as alternative because: | Not suitable because: | Add PD |
|---|-----------------------------------|--|--|
| [text] | [text] | [text] | Delete this PD |
| Impact concern | | Yes/No | Select / Specify / List |
| Is the proposed PD unique to one NCR-MD facility? | | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> NCR-MD <input type="radio"/> JPC <input type="radio"/> WRNMMC <input type="radio"/> FBCH |
| If above is NO, does the proposed PD affect other positions and/or organizations in NCR-MD? (Specify which ones.) | | <input type="radio"/> Yes <input type="radio"/> No | <input type="checkbox"/> NCR-MD <input type="checkbox"/> JPC <input type="checkbox"/> WRNMMC <input type="checkbox"/> FBCH |
| Will this proposed PD replace existing PDs? | | <input type="radio"/> Yes <input type="radio"/> No | [text] |
| How many employees at each facility will be affected by this implementation? | | | 0 at NCR-MD 0 at WRNMMC 0 at JPC 0 at FBCH |
| Implementation of this proposed PD will result in: | | <input type="radio"/> Recruit/Fill | <input type="radio"/> Non-competitive Promotion (Accretion) <input type="radio"/> Change to Lower Grade |

CHRC Recommendation: [dropdown]

Comments: [text]

CHRC Specialist [text]

Activity Administrative Concurrence

Recommending Official's Title [dropdown] Acting APPROVED Denied, return to originator

[text]

GLOSSARYABBREVIATIONS AND ACRONYMS

| | |
|----------|---|
| AI | Administrative Instruction |
| CHRC | Civilian Human Resources Center |
| DCA | Delegation of Classification Authority |
| FAS | Field Advisory Service |
| FASCLASS | Fully Automated System for Classification |
| FWS | Federal Wage System |
| GS | General Schedule |
| IAW | in accordance with |
| JPC | Joint Pathology Center |
| MTF(s) | Medical Treatment Facility/Facilities |
| NCR | National Capital Region |
| NCR MD | National Capital Region Medical Directorate |
| OPM | Office of Personnel Management |
| PD(s) | Position Description(s) |
| RPA(s) | Request for Personnel Action(s) |