Job Family Position Classification Standard for Administrative Work in the Inspection, Investigation, Enforcement, and Compliance Group, 1800

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INTRODUCTION

This Job Family Standard (JFS) provides series definitions, titling instructions, and grading criteria for nonsupervisory administrative positions in the General Inspection, Investigation, Enforcement, and Compliance Group, 1800, for General Schedule (GS) and other "white collar" pay plans. In the General Schedule position classification system established under chapter 51 of title 5, United States Code, the positions addressed here would be two-grade interval positions.

This JFS is divided into three parts. Part I contains occupational information applicable to Federal work covered by the JFS without regard to pay plan or classification system. Part II provides the grading criteria for positions classified in accordance with GS grade definitions. Part III includes explanatory material about the development of this JFS.

The term "General Schedule" or "GS" denotes the major position classification system and pay structure for white collar work in the Federal Government. Agencies no longer subject to chapter 51 have replaced the GS pay plan indicator with agency-unique pay plan indicators. For that reason, reference to General Schedule or GS has been omitted from much of this JFS.

Coverage

This job family standard covers the following occupational series:

Series		Series	
General Inspection, Investigation, Enforcement, and Compliance	1801	Agricultural Warehouse Inspection	1850
Investigative Analysis	1805	Equal Opportunity Investigation	1860
General Investigation	1810	Customs and Border Protection Interdiction	1881
Criminal Investigation	1811	Import Compliance	1889
Mine Safety and Health Inspection	1822	Customs and Border Protection	1895
Wage and Hour Investigation	1849	Border Patrol Enforcement	1896

Modification, Cancellation, or Establishment of Occupational Series and Standards

Issuance of this JFS establishes, renames, supersedes, or cancels occupational series, classification standards, and guidance as described in the following table.

New/Previous Series or Guidance		Action Taken/How to Classify Work Previously Covered
Investigation Group	**1800**	• Renames this occupational group, **Inspection, Investigation, Enforcement, and Compliance Group, 1800**.
Wage and Hour Compliance	**0249**	• Cancels this series. • Cancels this classification standard, last revised in January 1991. • Classify work previously covered by this series to the newly established **Wage and Hour Investigation Series, 1849**.
General Inspection, Investigation, and Compliance	**1801**	• Supersedes this flysheet, last revised in October 1980. • Renames this series **General Inspection, Investigation, Enforcement, and Compliance Series, 1801**.
Investigative Analysis	**1805**	• Establishes this series.
Grade Level Guide for Classifying Investigator Positions	**1810/ 1811**	• Cancels this classification guide, last revised in February 1972. • Classify work previously covered by this guide using this JFS.
Game Law Enforcement	**1812**	• Cancels this series. • Classify criminal investigation work previously covered by this series to the **Criminal Investigation Series, 1811**. • Classify inspection work previously covered by this series to the **General Inspection, Investigation, Enforcement, and Compliance Series, 1801**.

(continued)

New/Previous Series or Guidance		Action Taken/How to Classify Work Previously Covered
Immigration Inspection	**1816**	• Cancels this series. • Cancels this classification standard, last revised in October 1980. • Classify work previously covered by this series to the **Customs and Border Protection Series, 1895**.
Mine Safety and Health	**1822**	• Supersedes this classification standard, last revised in October 1980. • Renames this series **Mine Safety and Health Inspection Series, 1822**.
Securities Compliance Examining	**1831**	• Series retained for the sole use of the Securities and Exchange Commission
Wage and Hour Investigation Series	**1849**	• Establishes this series. • Classify work previously covered by the **Wage and Hour Compliance Series, 0249**, to this newly established series.
Agriculture Commodity Warehouse Examining	**1850**	• Supersedes this classification standard, last revised in October 1959. • Renames this series **Agricultural Warehouse Inspection Series, 1850**.
Alcohol, Tobacco, and Firearms Inspection	**1854**	• Cancels this series. • Cancels this classification standard, last revised in August 1971, including Part II, last revised in July 1965. • Classify work previously covered by this series to another appropriate series.

(continued)

New/Previous Series or Guidance		Action Taken/How to Classify Work Previously Covered
Equal Opportunity Investigation	**1860**	• Establishes this series.
Public Health Quarantine Inspection	**1864**	• Cancels this series. • Cancels this classification standard, issued in July 1965.
Customs and Border Protection Interdiction	**1881**	• Supersedes this flysheet, issued in September 2005.
Customs Patrol Officer	**1884**	• Cancels this series. • Cancels this classification standard, last revised in November 1980. • Classify work previously covered by this series to the **General Inspection, Investigation, Enforcement, and Compliance Series, 1801**.
Import Specialist	**1889**	• Supersedes this classification standard, last revised in April 1986. • Renames this series **Import Compliance Series, 1889**.
Customs Inspection	**1890**	• Cancels this series. • Cancels this classification standard, last revised in April 1973. • Classify work previously covered by this series to the **Customs and Border Protection Series, 1895**.
Customs and Border Protection	**1895**	• Supersedes this flysheet, issued in July 2004.
Border Patrol Agent	**1896**	• Supersedes this classification standard, last revised in September 1978. • Renames this series **Border Patrol Enforcement Series, 1896**.
Grade Evaluation Guide for Compliance Work		• Cancels this guide. • Use this JFS to classify work previously evaluated by the guide.

PART I – OCCUPATIONAL INFORMATION

Part I is intended for use by all agencies in evaluating administrative positions in the General Inspection, Investigation, Enforcement, and Compliance Group, 1800. It provides series definitions, titling instructions, and detailed occupational information for this job family.

General Series Determination Guidelines

Selection of the correct series for a position is an essential part of the entire human resources management process for a variety of reasons. For example, qualification requirements used in recruiting are based on the series of the position; career ladders are influenced by the series; and organizational structure is often designed with consideration of the series of assigned positions.

Determining the correct series for a position is usually apparent by reviewing the assigned duties and responsibilities and then comparing them to the series definitions and general occupational information the job family standard (JFS) provides. Generally, the series determination for a position is based on the primary work of the position, the highest level of work performed, and the paramount knowledge required to do the work of the position. Normally, it is fairly easy to make this decision. However, in some instances, determining the correct series may not be as obvious.

Use the following guidelines to determine the predominant series when the work of a position matches more than one job family or occupational group. Also, when the work of a position falls into more than one series within this job family, it may be difficult to determine which particular series predominates. In such situations, apply the guidelines below in the order listed to determine the correct series.

- **Paramount knowledge required.** Although there may be several different kinds of work in the position, most positions will have a paramount knowledge requirement. The paramount knowledge is the most important type of subject matter knowledge or experience required to do the work.
- **Reason for the position's existence.** The primary purpose of the position or management's intent in establishing the position is a positive indicator for determining the appropriate series.
- **Organizational mission and/or function.** Positions generally align with the mission and function of the organization to which they are assigned. The organization's function is often mirrored in the organizational title and may influence the appropriate series.
- **Recruitment source.** Supervisors and managers can help by identifying the occupational series providing the best qualified applicants to do the work. This is closely related to the paramount knowledge required.

Although the work of some positions may require applying related knowledge and skills, classification as administrative positions in the General Inspection, Investigation, Enforcement, and Compliance Group, 1800, may not be appropriate. The **Additional Occupational Considerations** section of this JFS provides examples where the work may involve applying related knowledge and skills, but not to the extent it warrants classification to this job family.

Additional information may be found in the U.S. Office of Personnel Management's publication **The Classifier's Handbook**.

Law Enforcement vs. Investigation Duties and 6c Retirement Coverage

Position classification and law enforcement officer (LEO) retirement coverage decisions are entirely separate from one another. While LEO retirement coverage eligibility determinations may involve some of the same factual matters considered in position classification determinations, the two matters have entirely separate criteria under which a determination is made. LEO retirement coverage determinations are made under regulations found at 5 CFR Part 831, Subpart I, and Part 842, Subpart H. LEO retirement coverage eligibility allowances generally may be made only by the agency head, and staff actually involved in the decision making process who are aware of the eligibility criteria.

Official Titling Provisions

Titling

Title 5, United States Code, requires the U.S. Office of Personnel Management (OPM) to establish the authorized official position title which includes a basic title (e.g., Criminal Investigator) that may be appended with one or more prefixes and/or suffixes. Agencies must use official position titles for human resources management, budget, and fiscal purposes. Instructions for assigning official position titles are provided in this section.

Supervisors and Leaders

- Add the prefix "Supervisory" to the basic title when the agency classifies the position as supervisory. If the position is covered by the General Schedule, refer to the **General Schedule Supervisory Guide** for additional titling and grading information.

- Add the prefix "Lead" to the basic title when the agency classifies the position as leader. If the position is covered by the General Schedule, refer to the **General Schedule Leader Grade Evaluation Guide** for additional titling and grading information.

Specialty or Parenthetical Titles

Specialty titles are typically displayed in parentheses and referred to as parenthetical titles. OPM has prescribed a parenthetical title for only one occupation in this JFS (i.e., the Customs and Border Protection Interdiction Series, 1881). For other series in this JFS, agencies may supplement the titles authorized in this standard with agency-established parenthetical titles if necessary for recruitment or other human resources needs.

Use the basic title without a parenthetical specialty title for positions where there is no established specialty.

Organizational Titles

Organizational and functional titles do not replace, but rather complement, official position titles. Agencies may establish organizational and functional titles for internal administration, public convenience, program management, or similar purposes. An example of an organizational title is Special Agent. Examples of functional titles are Chief of Operations and Chief of Policy Development.

Occupational Information by Series

GENERAL INSPECTION, INVESTIGATION, ENFORCEMENT, AND COMPLIANCE, 1801	Qualification Standard
Series Definition	This series covers positions which supervise, lead, or perform inspection, investigation, enforcement, or compliance work. This series is applicable when the work of the position: • is covered by two or more administrative occupations in the General Inspection, Investigation, Enforcement, and Compliance Group, 1800, and no one occupation predominates; or • is consistent with this occupational group but not covered by an established series in the 1800 group.
Titling	There is no title specified for this series. Agencies may construct titles which appropriately describe the work. Do not use titles authorized for other occupations to construct titles for this series. See Introduction to the Position Classification Standards for titling guidance.
Occupational Information	**General Occupational Information** There is no specific occupational information for this series due to its broad coverage. See other individual series in this JFS for occupational information. ⇦BACK TO TABLE OF CONTENTS

INVESTIGATIVE ANALYSIS, 1805

Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform work involving the research, analysis, and/or evaluation of information to assist investigators in ongoing investigations. The work includes formulating information source search strategies and reviewing data to identify patterns and relationships across financial, criminal, public record, and other information. Work primarily requires knowledge of:

- Federal laws and regulations relevant to the work being performed;
- entities, operations, activities, products, or items subject to the laws and regulations; and
- techniques and methods to locate, sort, and evaluate information.

Titling

The basic title for positions in this series is ***Investigative Analyst***.

Occupational Information

General Occupational Information

Investigative analysts have responsibility for producing and disseminating investigative reports. They work closely with investigators to develop profile data and trend analyses. Investigative analysts identify trends or indicators of illegal or improper activity from background material and evidence. They correlate the collected information to support ongoing investigations.

Investigative analysts use sources of information from evidence, public or subpoenaed records, intelligence available from or produced by foreign law enforcement agencies, and databases such as Lexis/Nexis and the National Crime Information Center (NCIC). Investigative analysts correlate large amounts of information to show intent and prove guilt. The information collected supports investigations and is used to prosecute cases or pursue civil or administrative judgments.

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GENERAL INVESTIGATION, 1810

Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform work involving planning, conducting, or managing investigations not involving criminal violations of Federal laws. Investigators use the results of general investigations to make or invoke administrative judgments, sanctions, or penalties. Work in this series primarily requires:

- knowledge of investigative techniques and the laws, rules, regulations, and objectives of the employing agency; and
- skill in interviewing, following leads, researching records, reconstructing events, and preparing reports.

Titling

The basic title for positions in this series is ***Investigator***.

Occupational Information

General Occupational Information

The investigative work of this occupation results in civil or administrative actions, civil penalties, judgments, sanctions, or decisions. Work in this series includes investigating:

- Federal employees for misconduct or fraud, waste, and abuse;
- individuals or organizations seeking or receiving benefits, licenses, loans, or employment from the Federal Government;
- fraud and abuse by Federal contractors;
- security clearances and employment suitability; and/or
- federally regulated programs or areas.

Investigators do not normally investigate or conduct inquiries when the alleged impropriety, if substantiated, would likely constitute criminal misconduct. When an investigation or inquiry leads to an apparent criminal violation, it is usually referred to a criminal investigator.

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CRIMINAL INVESTIGATION, 1811

Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform work involving planning, conducting, or managing investigations related to alleged or suspected criminal violations of Federal laws. The work involves:

- recognizing, developing, and presenting evidence to reconstruct events, sequences, time elements, relationships, responsibilities, legal liabilities, and conflicts of interest;
- conducting investigations in a manner meeting legal and procedural requirements; and
- providing advice and assistance both in and out of court to the U.S. Attorney's Office during investigations and prosecutions.

Work in this series primarily requires knowledge of criminal investigative techniques, rules of criminal procedures, laws, and precedent court decisions concerning the admissibility of evidence, constitutional rights, search and seizure, and related issues in the conduct of investigations.

Titling

The basic title for positions in this series is ***Criminal Investigator***.

Occupational Information

General Occupational Information

Criminal investigators conduct investigations of alleged or suspected criminal violations of Federal laws. The Federal statute or law which may have been violated does not determine whether a position should be classified in this series. The actual process and the knowledge and skills used to investigate crimes determine the appropriate series of the position. Classification into the 1811 series should not be an automatic process but should be based on the work of the individual position.

Work primarily requires knowledge of:

- pertinent statutes, regulations, policies, and guidelines, including the Code of Federal Regulations or the Uniform Code of Military Justice;
- Federal Rules of Criminal Procedures, Federal Sentencing Guidelines, and Federal guidelines on the conduct of criminal investigations;
- criminal investigative techniques, such as protective surveys and assignments, surveillance, and undercover work;
- the evidence required to prove a crime was committed;
- the jurisdiction of various agencies;
- sources of information and how to develop them (e.g., informants, surveillance, and undercover work);
- electronic countermeasures and the latest technological advances used by criminals and investigators; and
- decisions and precedent cases involving, but not limited to, rules of evidence, search and seizure, and detention and arrest.

(continued)

CRIMINAL INVESTIGATION, 1811 (continued)

Occupational Information (continued)

Criminal investigative work is characterized by the types and scope of crimes investigated and the organization and sophistication of the criminals. Additional characteristics of criminal investigative work include: planning and conducting investigations extending over protracted periods of time; assignments made primarily on a referral or case basis; and an emphasis on identifying and apprehending individuals for criminal prosecution. During the course of their careers, criminal investigators may rotate through various assignments to include protective details, asset forfeiture investigations, and multi-jurisdictional task forces.

Some criminal investigators perform or oversee undercover assignments as a regular and recurring part of their assigned duties. Criminal investigator positions will normally be found in organizations whose primary purpose includes functions typically performed by criminal investigators, such as organizations responsible for performing inspection, compliance, enforcement, prevention, or deterrence functions.

Criminal investigations are influenced by a number of legal and technological factors including:

- sophistication and complexity of electronic and technological devices used by the criminal element;
- globalization of the economy and businesses;
- changing policies and priorities of prosecuting officials, courts, and administrations;
- changing composition and diversity of the criminal element (e.g., diverse socio-economic, ethnic, transnational, and organized crime groups); and
- domestic and international terrorism.

Criminal investigators may investigate one or more different types of crime. Some of the major criminal investigation areas include:

- financial and electronic crimes such as money laundering, identity theft, telecommunication fraud, and currency violations;
- fraud (i.e., deliberate deception to secure unlawful gains);
- smuggling of items or individuals such as narcotics, firearms, aliens, or protected species;
- strategic crimes such as treason, terrorism, or violations of international agreements (e.g., on arms and technology export);
- environmental crimes; and
- health-related crimes such as intentional distribution of adulterated food.

(continued)

CRIMINAL INVESTIGATION, 1811 (continued)

Occupational Information (continued)

Distinguishing Criminal Investigation Work from Other Occupational Series

Employees in other occupations, both in this job family and in other families and occupational groups, may use some of the tools and techniques used in criminal investigations work. For example, police officers and detectives serve warrants, travel across state lines, and contact local and State authorities to obtain and/or provide background information on suspects. Work in the Police Series, 0083, primarily focuses on crimes committed on Federal property such as breaking and entering, larceny, willful damage of government and private property, aggravated assault, and illegal possession of controlled substances. In contrast, criminal investigators are not typically concerned with independent individuals or small, local groups of individuals committing crimes on Federal property unless they are germane to larger investigations. Rather, they focus on suspected major offenses or violations of Federal laws where the investigative assignment requires an extended period of time, i.e., days, weeks, or months, for completion.

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MINE SAFETY AND HEALTH INSPECTION, 1822 Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform work involving underground and surface mining and milling operations associated with coal, metal, and nonmetal mines, and plants where ores are processed for distribution. Inspectors and specialists may determine and/or adjust monetary penalties assessed against violators of mine safety and health laws or regulations.

Positions in this series require:

- knowledge of laws, regulations, and standards for mine safety and health;
- knowledge of safety and health practices, principles, programs, and hazards applicable to mining and/or milling; and
- practical knowledge of underground and/or surface mining processes and systems.

Titling

The basic titles for positions in this series are:

Mine Safety and Health Inspector Work involving inspecting mines and milling operations for compliance with Federal and State safety and health laws, regulations, and standards.

Mine Safety and Health Specialist Work involving promoting and enforcing mine safety and health compliance beyond routine inspections and investigations, such as:

- developing mine safety and health standards, policies, guidelines, and regulations;
- sampling for health standards and non-routine health hazards;
- advising on the application and implementation of safety and health standards; and
- determining, reviewing, and adjusting proposed civil penalties.

Occupational Information

General Occupational Information

Mine safety and health inspectors and specialists develop, enforce, promote, advise on, and administer laws and regulations concerning safety and health in mines, mills, and plants which are part of the mining process. They must have knowledge of roof supports (underground) and ground controls (surface); ventilating; controlling airborne contaminants; maintaining mechanical and electrical machinery and equipment; preventing and controlling fires; transporting workers, supplies, and ore; mining ore; draining water; and controlling noise.

A mine is defined as a pit or excavation from which mineral substances are taken. Minerals located in mines include a wide range of substances, including stone, coal, salt, sand, gold, and copper. A plant (sometimes referred to as a mill or a preparation plant) is a facility where ore removed from the earth is processed into a distinct mineral of a particular size and consistency. This process typically involves separating the waste (e.g., rock, dirt, and miscellaneous other minerals) from the desired mineral, and cleaning, drying, sizing, grinding, crushing, heat treating, packaging, and shipping.

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MINE SAFETY AND HEALTH INSPECTION, 1822 (continued)

Occupational Information (continued)

Federal law requires information be obtained about safety and health conditions in and around mines or mills by making periodic on-site inspections of the facilities. Mine operators who have small or inadequate staff, in particular, utilize the capabilities of inspectors and specialists to help them resolve problems. Inspectors and specialists establish and maintain effective working relationships with mine and mill workers, owners, and operators. They provide technical advice and guidance to mine operators on how to comply with safety and health requirements.

Inspector Functions

Federal laws require periodic inspections of total mining operations. Inspectors also perform limited inspections targeting specific safety and health issues or problems such as dust control, ventilation, or roof control, or follow-up on previous inspections. Most positions in this occupation are directly involved in conducting on-site inspections and in some circumstances, investigations.

General safety and health inspections typically include the following functions:

- reviewing the mine operator's records of safety inspections, health sampling, and accident reports;
- examining the condition of the roof (underground) and high wall or slope (surface) for stability and conformity with the roof or ground control plans;
- measuring the flow of air and airborne contaminants;
- examining the condition of equipment and machinery for proper maintenance and for permissibility in coal and other gassy mines;
- observing worker habits including whether workers follow good safety practices in performing duties and wear or use appropriate protective equipment;
- measuring noise levels;
- examining electrical systems, cables, and equipment for adequacy, maintenance, proper grounding, permissibility, and protection from live currents;
- examining the storage and transportation of explosives for regulatory agencies such as the Bureau of Alcohol, Tobacco, and Firearms;
- examining hoisting facilities, such as lifts and conveyors;
- examining the condition of service or haul roads for adequate clearances, grading, and maintenance;
- holding opening and close-out conferences with mine operators and labor representatives to discuss inspection; and
- advising the mine operator on methods of improving operations and/or correcting violations.

Inspectors also investigate accidents, disasters, and complaints to determine whether laws and regulations have been violated. They identify the causes of accidents and disasters and determine how they might be prevented. Sometimes the cause(s) of accidents are apparent from a few simple observations and discussions. Other times there may be no apparent explanation. Inspectors specializing in various areas of mining (such as electrical and ventilation) may be requested to make an in-depth technical analysis of the conditions and circumstances surrounding an accident.

(continued)

MINE SAFETY AND HEALTH INSPECTION, 1822 (continued)

Occupational Information (continued)

In rescue and recovery operations, a mine inspector may issue orders as deemed necessary to ensure the safety of any person in a mine. If determined appropriate, an inspector on the scene may direct and supervise rescue and recovery operations.

Specialist Functions

Specialists in this series perform these and other functions as part of administering Federal laws:

- evaluating the overall design and layout of roof controls and ventilation plans for conformance with safety and health laws and regulations;
- developing regulations, policies, guidelines, and enforcement programs;
- evaluating requests from mine operators to deviate from Federal standards;
- advising mine operators and manufacturers of mining equipment on mine health and safety issues;
- promoting safety and health by providing onsite safety and health training programs and related activities;
- evaluating existing training programs and participating in the development of new or revised training programs;
- assessing penalties for violations of safety and health regulations;
- conducting conferences with alleged violators to negotiate the resolution of contested penalties or assessments;
- reviewing and commenting on petitions for modifications from mine operators;
- serving as a liaison between the agency and the Mine Safety and Health Administration (MSHA) district manager on hazard complaints from miners; and
- conducting accountability (quality control) inspections throughout the assigned district.

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WAGE AND HOUR INVESTIGATION, 1849

Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform work involving:

- conducting on-site investigations to obtain compliance by employers with wage and hour and related laws;
- establishing, revising, and interpreting wage and hour program policies and guidelines; and/or
- evaluating enforcement operations.

Work requires:

- knowledge of related laws;
- an understanding of business organizations, records systems, and practices related to the laws administered; and
- the skill to apply varied investigative techniques to obtain compliance, including on-site questioning of employees and employers, negotiation and conciliation, instruction, persuasion, and litigation.

Titling

The basic titles for positions in this series are:

Wage and Hour Investigator	Work involving investigations of agricultural operations; commercial, construction, industrial, and other business establishments; public institutions; and domestic service in households for compliance with wage and hour and related laws.
Wage and Hour Specialist	Work involving developing policies, guidelines, and regulations regarding compliance with wage and hour and related laws.

Occupational Information

General Occupational Information

Wage and hour investigative work covers a variety of labor laws and regulations. These include minimum or prevailing wage rates, overtime pay requirements, child labor restrictions, exemption coverage, employment eligibility, family and medical leave, work visas, housing and transportation inspection in agriculture, and other employment issues in agricultural, commercial, construction, industrial, and other business establishments, public institutions, and domestic service in households. Investigators also consider the jurisdiction of various agencies, decisions and precedent-setting cases involving labor laws, and industry practices.

(continued)

WAGE AND HOUR INVESTIGATION, 1849 (continued)

Occupational Information (continued)

Wage and hour investigators, acting on complaints or leads, visit employers and supervisors in State and local government entities and industrial, commercial, agricultural, construction, service, and other business establishments to determine whether the employer has violated applicable laws and regulations. Investigators:

- interview employers or employer representatives;
- reconstruct events, sequences, and time elements and determine relationships, responsibilities, legal liabilities, and conflicts of interest;
- observe work operations;
- review business records and payrolls; and
- interview current and former employees.

If violations are substantiated, investigators may negotiate with the employer to take appropriate action to remedy the violation and to work towards adherence to laws in the future, including paying any back wages or civil monetary penalties due. The majority of investigations are concluded independently by investigators, without requiring litigation. When voluntary compliance with wage and labor laws cannot be negotiated, investigators recommend civil or criminal action. They assist in prosecuting willful violators, working closely with the U.S. Attorney's Office and testifying in court or before a grand jury.

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AGRICULTURAL WAREHOUSE INSPECTION, 1850 Qualification Standard

Series Definition

This series covers positions which administer, supervise, lead, or perform work involving:

- inspecting storage facilities licensed or in the process of being licensed under Federal laws;
- inspecting facilities storing products under a Government contract or agreement;
- inspecting the condition, quality, and amount of commodity stored in facilities; and
- conducting and monitoring quality audits and warehouse examining projects.

Work requires knowledge of:

- applicable laws and regulatory guidance;
- construction, equipment, and operation of warehouses and facilities in the agricultural industries;
- inspecting and examining techniques; and
- business, bookkeeping, and business accounting practices, and audit methods to ensure products are safeguarded and available.

Titling

The basic title for positions in this series is ***Agricultural Warehouse Inspector***.

Occupational Information

General Occupational Information

Federal law establishes Government oversight of warehouse owners under contract with farmers and Government agencies to store certain agricultural products. Owners can have their warehouses licensed under the Act, provided they and their warehouses meet certain requirements. When a warehouse owner applies for a license, an agricultural warehouse inspector examines the warehouse, equipment, and business records, and verifies legal and financial responsibility to determine whether Federal requirements are met.

Subsequent inspections are made of the warehouse and the stored products to verify and ensure the warehouse owner continues to meet all requirements. When poor business practices or unhealthy conditions are uncovered by subsequent examinations, the warehouse owner is directed to correct these conditions. If appropriate corrections are not made within a specific time period, the warehouse license may be suspended or revoked. If the warehouse owner fails to make the proper corrections, the farmers and agencies that have a contract or agreement with the storage facility are advised of the noncompliance and the warehouse is no longer suitable for safe handling or storage of products. The warehouse is then removed from the agency register of approved facilities.

Agricultural products stored by the Government can be removed from a warehouse which has lost its license. No additional agricultural products in which the Government has a financial interest are placed in such storage until the warehouse owner has corrected the deficiencies. Inspections revealing possible fraud or conversion may lead to prosecution of the offending warehouse owner.

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AGRICULTURAL WAREHOUSE INSPECTION, 1850 (continued)

Occupational Information (continued)

Depositors of agricultural products stored in a licensed warehouse under the supervision of the Federal Government are "identity preserved" and as such are assured of receiving the same products they deposited. When products are stored on a fungible basis, depositors are assured of receiving products of the same quality and quantity, or they have redress under the law. In both instances, warehouse receipts issued to depositors provide sound collateral for loans and other business transactions.

Agricultural warehouse inspectors perform three basic types of inspections: primary inspections; secondary inspections; and other compliance inspections. While the details of these inspections vary, the methods and techniques of conducting them are similar. Inspections can involve total quality systems audits of suppliers for food assistance programs. They may require interviewing Federal, State, and local Government officials, suppliers, warehouse operators, shippers, bankers, auditors, and trade associations.

Inspectors perform all inspections in accordance with quality standards; Federal, State, and local food safety laws, regulations, and requirements; and official commodity standards of the United States.

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EQUAL OPPORTUNITY INVESTIGATION, 1860

Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform work to investigate issues and situations involving violations of equal employment, equal opportunity, and accessibility laws and regulations to eliminate illegal discrimination.

Work requires:

- knowledge of investigative techniques, including interviewing, following leads, researching records, reconstructing events, and analyzing facts and statistical evidence;
- knowledge of equal opportunity and civil rights laws, regulations, and precedent decisions; and
- skill in negotiating and implementing settlement agreements.

Titling

The basic title for positions in this series is ***Equal Opportunity Investigator***.

Occupational Information

General Occupational Information

The primary function of the work is to investigate actual and alleged violations of equal opportunity and civil rights laws, Executive and court orders, and regulations. These laws and regulations encompass a wide range of economic, social, and political activities including employment, housing, and education. The work also involves activities to bring violators into compliance.

Equal opportunity investigators collect and analyze data to:

- determine if violations of equal opportunity and civil rights laws have occurred;
- enforce laws prohibiting discrimination in the workplace;
- interpret and reconcile conflicting statements during interviews and conciliation;
- identify systemic or institutional barriers to equal opportunity; and
- conciliate or seek appropriate remedy or relief after substantiating a violation of discrimination.

Complaints can be from either individuals or a group in a class action complaint. While investigators do not typically perform internal EEO program or policy work, they may investigate internal EEO complaints. Based on the issues and allegations, investigators must discern the type of information needed to substantiate a violation. Evidence is typically gathered through interviews, payroll and personnel records, employment applications, and population and demographic statistics.

Investigators analyze management practices, organizational structures, employment patterns, career path progression, and pay equity. Typically, the policies and practices have been institutionalized through labor agreements, other contracts, or well-established practices.

(continued)

EQUAL OPPORTUNITY INVESTIGATION, 1860 (continued)

Occupational Information (continued)

Investigators interview the charging party or parties, inform them of their rights under the law, and conduct a preliminary review of the charges to determine jurisdiction. They prepare and file charges and take affidavits of charging parties.

Investigators analyze information presented in the charge and develop an investigative plan. They obtain evidence through witness interviews and affidavits, written requests for information, on-site investigations, research of records, and when necessary, administrative subpoenas.

Investigators weigh conflicting testimony, assess witness credibility, and analyze the information obtained. They summarize and organize the evidence to develop a comprehensive report of investigative findings. Where the investigative findings warrant, investigators perform post-investigation analysis to determine appropriate remedies for injured parties and hold formal conciliation discussions with the parties and/or their representative to achieve a mutually acceptable settlement. At any time during the investigation, investigators may conduct settlement discussions with the party or parties in an attempt to obtain a mutually satisfactory agreement. Investigators work closely with trial attorneys on cases being prepared for litigation and participate in pre-trial and trial proceedings.

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CUSTOMS AND BORDER PROTECTION INTERDICTION, 1881 Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform aviation law enforcement operations to detect, interdict, apprehend, and prevent terrorists and other persons, weapons, and contraband from illegally entering or attacking the United States.

Positions covered by this series have in common the dual paramount requirement for knowledge of the customs and border protection activities which form the basis for the flying assignments and the knowledge and skills necessary to pilot aircraft.

Use this JFS and the Position Classification Standard for the Aircraft Operations Series, 2181, to evaluate General Schedule positions in this series classified under chapter 51 of title 5, United States Code.

Titling

The basic titles for positions in this series are:

Customs and Border Protection Air Interdiction Agent	Work which involves operating aircraft for such purposes as to prevent the illegal entry and smuggling of aliens, commercial goods, and/or contraband into the United States, and to arrest persons suspected of such violations.
Customs and Border Protection Air Interdiction Agent (Flight Instructor)	Work which involves providing ground and flight instruction, including in-flight evaluations, in support of aviation law enforcement flying activities.

To accommodate automated systems limitations, these positions may be abbreviated or referred to as ***CBP Air Interdiction Agent*** or ***CBP Air Interdiction Agent (Flight Instructor)***.

Occupational Information

General Occupational Information

The primary function of the CBP Air Interdiction Agent is to perform aviation law enforcement duties to aid in preventing illegal entry and smuggling of aliens, commercial goods, and/or contraband into the United States and to arrest persons suspected of such violations. These responsibilities are carried out through a variety of duties, which may vary because of sector requirements, geographical considerations, and program goals or objectives.

The duties of an agent require judgment and skill in aviation law enforcement involving:

- air-to-ground border interdiction of people and conveyances illegally crossing land borders;
- air-to-air border interdiction of aircraft illegally crossing air borders;
- air-to-water border interdiction of conveyances illegally crossing water borders;
- anti-terrorism detection and prevention operations (e.g., support to airspace security for designated areas and national security events as requested by the primary responsible agency);
- enforcement of Temporary Flight Restrictions and other airspace restrictions; and
- use of electronic equipment, such as two-way radios, night scopes, and remote monitored sensor and video systems.

(continued)

CUSTOMS AND BORDER PROTECTION INTERDICTION, 1881 (continued)

Occupational Information (continued)

Typical Duties and Functions

Interdiction consists of several major functions including detecting, sorting, intercepting/tracking, apprehending, intelligence gathering, assisting in prosecuting, and coordinating with other law enforcement and intelligence agencies.

Detecting. Agents:

- conduct air patrols, surveillance, and pursuit activities related to the interdiction of contraband smuggled via land vehicles, aircraft, or vessels;
- perform routine aviation patrols and enforcement operations, including city, airport, and river patrols and international boundary security operations;
- perform air-to-ground sign cutting; and
- use aircraft-borne sensor devices and systems to monitor behavior patterns and activities of persons, vehicles, vessels, or aircraft believed to be engaged in illegal activities, including acts of terrorism;
- use remote video systems, remote monitored sensor systems, night-vision goggles, pocket and fiber-optic scopes, and other electronic equipment to detect and identify aliens or other persons of interest;
- use air intercept/sea search radar; and
- fly over water to conduct unseen surveillance of vessels to determine speed, probable route, and point of rendezvous.

Sorting. Agents:

- identify individuals suspected of violating titles 8, 19, and 21 of the United States Code and other related statutes;
- make decisions on the admissibility of aliens and vessels into the United States;
- inspect documents to determine citizenship or alien status;
- detect speech mannerisms and differences in attire and customs of aliens;
- monitor furtive behavior patterns, body language, mannerisms, and speech to establish probable cause for detention or arrest;
- recognize fraudulent, counterfeit, and altered photos and documents; and
- identify intercepted aircraft.

Intercepting/Tracking. Agents:

- develop strategy to successfully interdict conveyances including vehicles, aircraft, and vessels;
- fly in close proximity of suspected violator's aircraft or surface conveyance during hours of darkness in a covert manner;
- fly in day and night formation flights;
- interpret radar data to calculate approximate triangulation;
- visually detect and interpret marks, tracks, and other physical evidence left by the movements of people, animals, vehicles, or other objects at or near international boundaries; and
- coordinate ground teams in locating and surrounding smugglers and others.

(continued)

CUSTOMS AND BORDER PROTECTION INTERDICTION, 1881 (continued)

Occupational Information (continued)

Apprehending. Agents:

- develop strategy and coordinate aircraft, ground, and water assets;
- operate airplanes and helicopters to tactically insert apprehension teams to remote or inaccessible landing sites in support of law enforcement operations;
- apprehend, arrest and search aliens or U.S. citizens who are illegally entering or attempting to enter or to smuggle goods or contraband into the United States;
- seize narcotics and contraband;
- interview suspects to determine if violations have been committed;
- arrest violators on-site;
- search persons, vessels, baggage, and cargo for contraband or weapons incidental to detention or arrest; and
- search vessels or persons after interdiction to gather evidence to support allegations of criminal or terrorist activity.

Intelligence-Gathering. Agents:

- make contact and coordinate with persons in the general aviation and marine community and other law enforcement agencies to gather and share intelligence information about illegal activities or potential acts of terrorism;
- collect, refine, and analyze strategic and tactical intelligence;
- develop and utilize information on smuggler and smuggling activity as well as terrorist activity and operations, during in-flight operations; and
- utilize interrogation and interview techniques to elicit information from suspects to determine criminal violation.

Assisting With Prosecuting. Agents:

- testify under oath before grand jury, in Federal court proceedings, and in other domestic legal proceedings;
- advise on the development of facts and evidence;
- write concise and comprehensive reports of interdiction activities which are forwarded to the appropriate investigative agency, and may become the basis for prosecution;
- present cases before both criminal and administrative proceedings;
- ensure all evidence requirements are fulfilled prior to trial;
- prepare criminal complaints; and
- obtain sworn statements.

Coordinating with Other Law Enforcement and Intelligence Agencies. Agents:

- fly in support of Federal, State, and local law enforcement activities;
- work with foreign law enforcement personnel on mutually negotiated interdiction strategies and operations; and
- lead, participate in, or represent the agency in interagency task force operations.

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IMPORT COMPLIANCE, 1889

Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform work involving the acceptance, tariff classification, appraisement, allowance of specified types of drawback claims, and/or liquidation of formal entries of imported merchandise. The major objectives of the work are to assess customs duties and associated taxes to be paid on imported merchandise, and to ensure compliance with related laws and regulations. Work requires knowledge of:

- tariff and other import-related laws, regulations, policies, procedures, and administrative and judicial rulings;
- technical or physical characteristics, commercial uses, and trade practices associated with imported merchandise; and
- import admissibility, classification and valuation of merchandise, final settlement of duties and taxes due, and related matters.

Titling

The basic title for positions in this series is ***Import Specialist***.

Occupational Information

General Occupational Information

Located at seaports, international airports, border crossings, and other strategic inland locations, import specialists examine document packages submitted by importers or by representatives, called customhouse brokers. Importers or brokers must submit document packages known as "formal entries" to legally enter foreign merchandise into the commerce of the United States.

Import specialists must be alert for potential acts of misrepresentation and fraud. They request financial audits and criminal investigations when they suspect illegal activity. They identify and recommend potential areas of inquiry and explain the significance of information developed by auditors and investigators related to those inquiries. Based on their knowledge of repeat importers, they recommend whether and to what extent to consider the explanations given by penalized importers. They possess an in-depth knowledge of particular commodities and the manner in which the commodities are bought, sold, packaged, and shipped. Import specialists apply this knowledge as members of special enforcement teams established to combat fraud and smuggling.

Import specialists perform their duty assessment and trade-related functions within a framework of laws and regulations which include the Tariff Act of 1930, as amended, the Tariff Schedules, and the legal definitions of value for customs purposes collectively known as the “value law.”

Over the years, the Tariff Act has been amended by Congress through bilateral and multilateral trade agreements between the United States and other nations and through enacting legislation based on foreign policy and economic considerations. To carry out the law, many customs regulations were developed, and a larger body of administrative and legal rulings was the result. Legal rulings result from judicial decisions on duty assessment and other customs-related matters by the Court of Internal Trade and appeals heard in the U.S. Court of Customs and Patent Appeals.

(continued)

IMPORT COMPLIANCE, 1889 (continued)

Occupational Information (continued)

The laws, regulations, and rulings both assist and constrain import specialists. Importers may challenge decisions, particularly on new importations, through administrative channels and the courts. If sustained, the contested decisions and actions add to the body of local or national precedents. Therefore, import specialists spend a significant portion of their time writing reasoned explanations for their decisions, drawing upon laws, regulations, and precedent rulings. Import specialists may, at times, serve as technical advisors to Government attorneys or testify in court to explain a challenged determination.

Tariff Schedules and Tariff Classification. Import specialists use the Harmonized Tariff Schedule of the United States Annotated (HTSUSA), which is assembled and published by the U.S. International Trade Commission, as one of their primary guidelines. Import specialists classify commercially imported articles or products into the most appropriate single tariff class from among thousands of separate, but often very similar, items identified under the HTSUSA. They also verify the appraisement of the unit value of imported merchandise and determine the applicable rate of customs duty, internal revenue taxes, and fees.

Import specialists make their classification decisions by identifying the imported article or product. The item's unique features or uses are significant for tariff classification purposes. They appraise merchandise by identifying the dutiable costs involved in its transfer from foreign seller to importer and by applying the value law. Import specialists physically examine samples of imported merchandise or use the results of laboratory analyses when they decide such measures are necessary to make classification and value decisions. They may require the importer or broker to provide additional documentation to substantiate the claim.

Where there are no obvious restrictions, customs inspectors at piers and loading docks may release the merchandise before the documentation of a formal entry reaches the import specialist. If the import specialist determines the imported merchandise is a prohibited substance or article, or otherwise violates a law or regulation and should have been denied entry into the nation's commerce, the specialist withholds liquidation and initiates an order for redelivery of the merchandise. Monetary bonds are required of importers at the time they file their entries to induce compliance with laws and regulations, and when necessary and practicable, compliance with orders for redelivery.

Before releasing merchandise, import specialists ensure importers or brokers:

- declare the kind, quantity, and value of merchandise being imported;
- describe the merchandise in the manner it is described in the tariff schedules;
- cite the most applicable tariff item number and trade statistical suffix;
- estimate the amount of duty, taxes, and fees payable; and
- attach a check in the amount estimated.

(continued)

IMPORT COMPLIANCE, 1889 (continued)

Occupational Information (continued)

Importers or brokers may consult the import specialists in advance of an importation to avoid unanticipated changes in the duty and tax they must pay. Upon completion of the review and/or computation of the final duty and tax liability, import specialists forward the entry package to a unit to compute the final duty and tax liability. When necessary, the importer is billed for additional duty and taxes owed, or issued a refund for overpayment.

Value Law and Appraisement. The value law, or Section 402 of the Tariff Act of 1930, as amended, controls the appraisement work of import specialists. The law establishes and defines several bases of value for customs purposes. It also establishes the circumstances under which each basis of value is to be applied in appraising an imported article and generally the costs involved in an importation to be considered in the appraisement. The value of merchandise appraised by import specialists is significant for customs and related government purposes, but will not necessarily equal the value of the same merchandise appraised for commercial purposes. Although the value law specifies the kinds of costs to be considered, the task of identifying the presence of such costs and their true amounts requires thorough knowledge of particular commodities and how they are traded, as well as skill in the use of a variety of data collection techniques.

Import specialists use several bases of value to appraise the unit value of imported merchandise.

- Transaction value is the primary basis of value under the current value law. It is essentially the price paid or payable by the importer to the foreign seller as reflected in the invoice. To make a valid appraisement, the import specialist must recognize and fill any gaps in significant information on the nature of the merchandise, the terms of the sale, and actual import costs.
- Secondary (or alternate) bases of value, used when no valid transaction value can be determined, include:
  - using previously accepted transaction values for identical or similar merchandise;
  - working back from the selling price of the import in the United States, deducting importer profit, general expenses, and specified shipping costs; and/or
  - adding the costs, with certain specified exceptions, associated with the production, purchase, and packing of the imported merchandise.

In situations where the bases of value cannot be determined or used, as strictly defined by the law, import specialists appraise imported merchandise by following the methods outlined for each of these bases, but reasonably adjusted within the limits of the law.

In addition to their role in revenue collection, import specialists perform significant trade-related functions such as verifying import-related trade statistics for the Bureau of the Census, and identifying the applicability of, and taking actions related to, trade programs designed to protect domestic industry from illegal or unfair foreign competition.

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CUSTOMS AND BORDER PROTECTION, 1895

Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform work involving detecting and preventing terrorists and instruments of terror from entering the United States, and enforcing and administering laws relating to the right of persons to enter, reside in, or depart from the United States, Puerto Rico, Guam, and the U.S. Virgin Islands, and the importation/exportation of merchandise. Customs and Border Protection (CBP) Officers:

- interview persons and examine documents to determine citizenship and immigration status;
- make informed decisions regarding the admissibility of aliens into the United States and admitting, holding, or releasing merchandise;
- obtain information about the description, characteristics, value, and country of origin of imported merchandise or agricultural products, by questioning and eliciting information from people;
- search persons, baggage, cargo, and carriers for contraband;
- monitor, examine, and process cargo containers at seaports to facilitate importing merchandise; and
- exercise sound judgment necessary to apprehend, detain, or arrest persons at the point of entry who are violating Federal immigration, customs, agriculture, or other laws.

The work requires knowledge of laws, regulations, policies and procedures concerning the legal entry of persons and merchandise into the United States.

Titling

The basic title for positions in this series is ***Customs and Border Protection Officer***.

Occupational Information

General Occupational Information

The work and responsibilities of Customs and Border Protection (CBP) Officers have changed over time. Some of the aspects impacting the work are:

- the threat of terrorist activities and weapons of mass destruction;
- more accessible international travel and trade;
- the examination process is frequently carried out in a language other than English;
- the preliminary screening and processing functions for immigration, customs, and animal and plant health inspections can be carried out by one officer at border stations or passenger terminals; and
- immigration laws are expanded to delegate removal authority under certain conditions to CBP Officers.

CBP Officers must deal with large numbers of people and nationalities (e.g., U.S. citizens, aliens, immigrants, non-immigrants, or refugees) presenting themselves for entry and the import/export of merchandise into the United States. There is a certain stress created by the examination process due to the numbers of people or amount of cargo, and the time spent waiting to be processed. People have often traveled great distances, and by the time they present themselves for examination, are tired, short-tempered, and even hostile.

(continued)

CUSTOMS AND BORDER PROTECTION, 1895 (continued)

Occupational Information (continued)

CBP Officers conduct inspections at:

- land ports along the borders shared with Mexico and Canada;
- air ports of entry throughout the continental United States, Alaska, Hawaii, Puerto Rico, Guam, and the U.S. Virgin Islands;
- seaports along the Atlantic and Pacific Oceans, the Gulf of Mexico, and the Great Lakes; and
- pre-clearance sites abroad and designated foreign Container Security Initiative (CSI) cargo locations.

Preprimary/Risk Assessment. Preprimary and risk assessment occurs prior to the arrival of persons, conveyances, or merchandise, as human intelligence, or information about impending arrivals is received via automated manifests, entries, or passenger and crew information systems. This information is analyzed using various databases and other information sources.

Primary Examinations. CBP Officers search persons and examine baggage, personal and household effects, temporary importations, and gifts accompanying travelers using commercial or private conveyances.

Officers have a wide range of responsibilities in applying regulations and procedures for many kinds of goods accompanying all types of travelers (e.g., returning residents, immigrants, tourists, diplomatic personnel, crewmembers, commuters, businessmen). At many ports of entry, the volume of traffic requires quick decisions based on skillful questioning and observation to ascertain when a search is required of persons and/or baggage to detect possible smuggling. This may include appraising merchandise, or determining if a special clearance is required to admit merchandise or to allow exemptions.

Officers perform other examination functions, for example, examining merchandise, informal entries, export examination, and boarding vessels and aircraft as a part of passenger and cargo examinations.

Officers at some ports may perform very limited portions of these examinations. Others may perform most of the different types of examinations or additional types of work, such as serving as a member of a special investigation team. Officers must be familiar with a wide range of electronic devices, such as x-ray vans, body scanners, density measuring devices, and fiber optics.

The primary examination process establishes each applicant's identity, citizenship, and documentation requirements for entry. Officers then assess the documents and circumstances surrounding the application to determine admissibility. Officers query various databases for existing records on the applicant and take further action, such as detention if there is a match.

(continued)

CUSTOMS AND BORDER PROTECTION, 1895 (continued)

Occupational Information (continued)

If the CBP Officer determines an alien may not be admitted into the United States, the officer must choose an alternative action best for the circumstance:

- if additional documentation or a waiver is missing, the officer provides the alien the appropriate forms for completion;
- if the inadmissibility cannot be resolved, the officer may formally refuse entry, return the alien abroad, and create a record of the action;
- if the alien falls under removal guidelines, the officer carries out formal removal action;
- if the alien falls under prosecution guidelines for a criminal charge, the officer prepares the case for presentation to a magistrate; and
- in the case of a vessel inspection, the officer may detain any inadmissible alien on board the vessel by refusing landing privileges.

Formal removal action requires the officer to:

- prepare sworn statements, and advise the alien of his or her status;
- prepare a permanent record for the file, and arrange for the alien's physical removal; and
- detain the alien for an interview with an asylum officer if the alien claims fear of persecution.

The officer may be tasked to coordinate a hearing for an appeals board and prepare the Government's case. The officer serves the alien and the appeals board with a notice of the officer's findings and the scheduled hearing date. If the alien must be detained until the hearing, the officer coordinates the detention and may transport the alien to the detention facility.

If an applicant requests asylum or presents refugee documentation provided by U.S. officials abroad, the officer:

- determines whether the applicant has the proper documentation for the status he or she is seeking; be interviewed by an asylum officer; or submit to a different type of processing depending on the circumstances as defined by law;
- prepares sworn statements and advises the alien of his or her status;
- prepares a permanent case file and arranges for the alien's physical removal; and
- detains the alien for an interview with an asylum officer if, during the interview process, he or she claims fear of persecution.

CBP Officers apply sound judgment to:

- question travelers and review documents as appropriate to determine:
  - residence for customs purposes;
  - what articles were acquired abroad and their value; and
  - the presence of prohibited or restricted items;
- inform travelers of customs requirements and travelers' obligations in declaring articles acquired;
- determine level of scrutiny required in examining persons, baggage, and conveyances;

(continued)

CUSTOMS AND BORDER PROTECTION, 1895 (continued)

Occupational Information (continued)

- grant customs clearance to travelers entitled to free entry;
- determine what special exemption privileges are appropriate and personal exemptions are allowed;
- examine baggage and commercial imports for compliance, and to detect contraband, prohibited or restricted items, and undeclared or undervalued items;
- pass all duty-free merchandise and items;
- determine allowances for wear and tear of items purchased and used abroad;
- classify and determine dutiable value of, and taxes to be collected on:
  - articles for personal and household use above the allowed exemptions; and
  - commercial imports up to the value allowable on a baggage declaration or informal entry;
- seize prohibited, undeclared, and undervalued items and detain designated items for clearance;
- detect whether violations, with respect to prohibited, undeclared, or undervalued items, are due to misinformation, inadvertence, or inexperience;
- conduct personal search of travelers when an officer suspects a weapon may be present, search for merchandise (including contraband) hidden on a person's body, perform an arrest action for contraband, confirm a National Crime Information Center (NCIC) warrant, and/or detain persons for other agencies;
- collect and safeguard evidence in cases of smuggling and/or fraud when either a penalty or criminal prosecution may be warranted; and
- release examined baggage or vehicles after ascertaining all laws and regulations have been complied with and all duties and taxes paid.

The examination process is moving towards greater use of technology to streamline entries, especially for pre-enrolled, frequent travelers, and to utilize law enforcement information developed by others. Technology used by CBP Officers includes:

- computerized inter-agency database systems, including the Interagency Border Inspection System (IBIS), National Automated Inspection Lookout System (NAILS), and other law enforcement systems, such as the National Crime Information Center (NCIC) for warrants and lookouts;
- document readers which record entries, query databases, and match biometric identifiers on a document to the person presenting the document (e.g., fingerprints and handprints);
- document scanners, fiber-optic microscopes, and ultra-violet lights helping to detect alterations in passports, visas, and other documents;
- photo-phones allowing officers to communicate and consult with DHS Forensic Document Laboratory using images of documents transmitted by phone line;
- license plate readers which read programmed vehicle license plates and query the IBIS database, which the officer monitors for results and may override if a misreading occurs; and
- biometrics identification of applicants.

CBP Officers must have the knowledge and skill to carry out the following:

- evaluate information rapidly, make judicious decisions promptly, and take appropriate action immediately, while remaining courteous and professional;

(continued)

CUSTOMS AND BORDER PROTECTION, 1895 (continued)

Occupational Information (continued)

- interview persons face-to-face quickly and courteously, while maintaining focus and control over the process with a line of people waiting for similar processing;
- extract information from sometimes uncooperative applicants by skillful questioning techniques;
- take sworn statements and substantiate all elements of a charge in the statement;
- communicate effectively, frequently in a second language, with citizens and non-citizens;
- conduct personal searches of individuals and examine their luggage and personal belongings, as well as vehicles and conveyances;
- examine documents for authenticity, alteration, or counterfeiting;
- recognize when an individual is trying to imitate different speech patterns, accents, and intonations which indicate a geographic area;
- recognize body language to indicate a person's emotional state (i.e., whether they may be withholding information or lying, or appear stressful, threatening, or uneasy);
- give instructions or appropriate forms to travelers in cases of:
  - articles not accompanying the travelers;
  - commercial shipments in excess of the value entered on a baggage declaration or informal entry, or requirements for special approval;
  - seizures which may be petitioned for return; or
  - other similar circumstances;
- determine appropriate entry and bond for temporary importations and prepare bonds as necessary;
- determine if descriptive lists include correct description and value of importations, such as commercial samples or tools of the trade;
- fix the amount of bonds and penalties to be applied if merchandise is not delivered for exportation;
- detect chemical, biological, and other weapons of mass destruction;
- develop a profile to fit a particular situation and recognize when individuals fit a profile;
- understand court procedures, how to testify, and the protocol used in court proceedings or hearings;
- apply and develop intelligence information concerning applicants and trends in law violations; and
- carry out expedited removals while protecting the applicant's right to request asylum if the person fears persecution after returning abroad.

CBP Officers ensure imported merchandise is correctly invoiced and admissible into the commerce of the United States. Officers examine two broad categories of imports:

- merchandise being imported on a baggage declaration, on an informal entry basis for private use in small commercial shipments, or for temporary purposes; and
- merchandise being imported in large commercial quantities not requiring examination by import specialists.

(continued)

CUSTOMS AND BORDER PROTECTION, 1895 (continued)

Occupational Information (continued)

Secondary Examinations. Officers typically rotate between both primary (initial entry) and secondary examination sites. Secondary examination is where the applicant is referred for a variety of reasons (e.g., a more detailed vehicle examination, currency declarations, agricultural purposes, general inquiries, and/or interview if questions need to be resolved). All inquires and questions must be completed and resolved before the applicant is admitted into the United States.

When an applicant is not immediately admissible, the applicant is passed from the officer working primary examination to another officer working secondary examination for further questioning, so the queue of applicants waiting for primary inspection continues to move at a steady rate.

The most frequent immigration violations involve imposters presenting other persons' documents. In such situations the primary officer may question whether the person:

- is an imposter;
- is carrying counterfeit or altered documents; or
- has a criminal or prior immigration record producing a "hit" on the IBIS database.

CBP Officers examine all imported cargo whether entered for consumption, warehoused, exported, transported in bond, released under an immediate delivery permit, or placed in general order or a bonded warehouse. Officers carry out a wide range of responsibilities in applying regulations and procedures for entering, examining, and releasing a variety of merchandise from all parts of the world. At many ports, officers may rotate among various cargo stations. Some stations may be terminals for general cargo from several countries; others may be terminals for one bulk products (e.g., crude oil or sugar). Officers use sound judgment in performing duties, such as:

- examining international shipping containers before they leave foreign ports and as they cross the U.S. border;
- overseeing the unlading process or performing the prescribed weighing, gauging, measuring, and sampling of merchandise;
- accounting for the disposition of all unladen cargo, restricting the delivery of merchandise without the required permit, and releasing merchandise under the proper permit;
- comparing invoices, entry permits, and bills of lading listed on carriers' manifests to ensure all required documents are complete and in proper form;
- identifying and detaining merchandise subject to inspection by other agencies (e.g., Department of Agriculture or Department of Transportation) and performing examinations or notifying appropriate officials;
- forwarding samples of designated merchandise to be examined and appraised by import specialists or for analysis by a laboratory;
- selecting samples from each invoice for physical examination, particularly choosing cases appearing unusual for any reason;
- verifying the merchandise is correctly invoiced for classification and value purposes, and is entitled to admission into the commerce of the United States;

(continued)

CUSTOMS AND BORDER PROTECTION, 1895 (continued)

Occupational Information (continued)

- noting discrepancies and additional information needed on invoices for proper classification and value determinations;
- holding up release of shipments and reporting findings of contraband, undervalued or undeclared items, and other violations of customs regulations and those of other agencies which customs officers are required to enforce (e.g., marking of country of origin, proper labeling, license or permits for restricted drugs, firearms, or other restricted items);
- checking on sufficiency and type of bond before releasing merchandise for immediate delivery, immediate transportation, or other shipment in bond, entry into warehouse, or other disposition;
- initiating action to place shipments in a customs warehouse when entry has not been made in the allotted time;
- reporting action on all merchandise manifested to show findings of overages, shortages, pilferage, and damages for each shipment;
- examining unaccompanied baggage for contraband;
- seizing prohibited items;
- determining free and dutiable items;
- classifying and assessing duty and taxes on dutiable merchandise;
- ensuring cargo remains in customs custody until all requirements for release are met; and
- detecting chemical, biological, and weapons of mass destruction.

CBP Officers inspect noncommercial importations and small, lower-valued commercial shipments not exceeding a specified value. Informal entries are still subject to the same requirements for classification and appraisal required for "formal entry". Officers are authorized to prepare or complete entries on which estimated duties have been paid under the informal entry procedures.

If commercial shipments exceed the amount entered informally, CBP Officers advise the importer to make formal entry through other designated offices. When processing informal entries, officers:

- search for and seize prohibited and restricted items;
- examine merchandise to determine or verify accuracy of tariff classification and value;
- review invoices and other documents for required data;
- report violations of customs laws and laws of other agencies;
- determine free or dutiable status;
- ensure merchandise is properly invoiced and meets the requirements for admission into commerce;
- hold merchandise requiring inspection by other agencies;
- release unrestricted, free, and dutiable shipments; and
- collect and account for duty and taxes.

(continued)

CUSTOMS AND BORDER PROTECTION, 1895 (continued)

Occupational Information (continued)

CBP Officers conduct thorough searches or secondary examinations of persons, baggage, vehicles, and cargo referred for:

- observed or stated concerns during the primary inspection;
- routine examinations which are part of computer-generated random examinations; or
- management directed enforcement operations.

Most violations are discovered during secondary examinations, since this type of examination is more thorough. Secondary examinations can include full truck x-rays, breaking down tires, scoping gasoline tanks, and searching persons which may include a pat-down, complete body search, monitoring bowel movements, or x-rays.

Officers can require the cargo be "de-vanned" or "unstuffed" in truck trailers or cargo containers. Officers use various hand-held detection devices, such as density meters to scan for abnormal readings.

CBP Officers also use fiber optic scopes to look into walls, cargo containers, or gasoline tanks; and detection dogs to examine vehicles, luggage, and cargo for prohibited items.

CBP Officers board or give entrance and clearance to all vessels and aircraft before they unlade their cargo and discharge crew or passengers. Officers have the responsibility for boarding and/or granting preliminary entry when documents are in order (i.e., complete manifest listing cargo in bill of lading, passenger and crew list, or clearance from last port). Trains, trucks, and other vehicles must also present manifest, bills of lading, or invoices. Generally, officers give oral permission to unlade cargo and discharge passengers after examining documents to ensure they are in order. CBP Officers:

- verify documents, collect and give receipt for fees and taxes as applicable, such as tonnage taxes, entry fees, and harbor maintenance fees;
- question the master of the conveyance concerning the presence of any contraband on board and explain customs entry and discharging procedures;
- secure and seal stores, crew purchases, and medicinal narcotics;
- search vessels or aircraft if necessary or oversee the discharge of cargo;
- issue permits to proceed to travel to the next U.S. port or to a foreign destination; and
- ensure other agency requirements are met.

For commercial shipments, CBP Officers ensure invoices meet legal requirements for acceptance. The invoice must contain the following types of factual information:

- an accurate description of the articles listed on the invoice;
- the seller's, shipper's, and consignee's name;
- country of export;
- grade, quality, quantities, or trademarks; and
- unit price.

(continued)

CUSTOMS AND BORDER PROTECTION, 1895 (continued)

Occupational Information (continued)

If the importer does not provide data, the officer informs the importer what is required before the merchandise can be inspected and released. In the case of immediate delivery permit, a conditional release of the goods is given and payment of duty must be made within 10 days. When a pro forma invoice is used, legal requirements are satisfied and the pro forma invoice is considered a binding document. For importations for personal use, the officer uses the invoice primarily for information about the purchase and its price in determining the dutiable value of merchandise.

Some CBP Officers conduct specialized merchandise examinations in vessels and shore tanks. The officer files a report by computer or handwritten notes showing date of examination, and any other notation concerning the examination of the merchandise. The report becomes the official record of the importation upon which the duties and taxes are determined.

If the officer determines the invoice description of the merchandise is inadequate or incorrect, a commodity classification determination is necessary to properly describe the merchandise. To check and report on a variety of merchandise, officers must be familiar with a vast amount of information contained in examining manuals and tariff schedules. These guidelines identify the variety of features to be checked and the action to be taken by the officer, the critical points in the classification value, and the release requirements for specific classifications.

To classify importations it is necessary to know how to apply the principles of categorizing merchandise. An item may be listed under the material of which it is made, its use, or its name. The guidelines for examining merchandise may require the CBP Officer to determine if a more specific classification is in order, such as a commonly imported item having a higher duty rate.

The accuracy of the commodity classification is important for Department of Commerce to track statistics on foreign commercial importations. Similarly, some items may be prohibited only from certain countries, under quota restrictions, or trademark issues. Improper determinations or misclassifications of quota restrictions, foreign asset control regulations, copyright and trademark regulations, or provisions in trade agreements and treaties may impact public health, plant and animal life, and other similar conditions due to invasive or viral infestations. CBP Officers must be familiar with various lists and manuals identifying products covered by these restrictions and regulations.

Outbound, Registration, and Exit Control Functions. CBP Officers ensure restricted or prohibited merchandise is not smuggled out of the country. This includes:

- importations which are prohibited items, and consequently must be exported out of the country;
- importations which are withdrawn from bonded warehouses on which duty and taxes have not been paid;
- merchandise which must have licenses or permits for exportation;

(continued)

CUSTOMS AND BORDER PROTECTION, 1895 (continued)

Occupational Information (continued)

- cargo passing through the United States bound for other countries; or
- materials shipped to foreign trade zones for further processing or manufacture before being exported.

CBP Officers make judgments about prohibitions, restrictions, or regulations for merchandise being exported in the same manner as judgments made about importations. CBP Officers:

- examine pedestrians and vehicles for currency violations;
- examine export shipments and, if required, supervise lading on carriers;
- verify quantities and condition for compliance with customs in-bond or other entry requirements;
- examine for weapons of mass destruction and their parts;
- examine for restricted technology;
- verify exports are not bound for embargoed destinations;
- examine Department of State licenses for export of critical technology;
- examine permits and licenses required by other Government agencies;
- check seals and condition of containers; and
- check for smuggling of stolen vehicles, weapons, narcotics, and other restricted or prohibited items.

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BORDER PATROL ENFORCEMENT, 1896

Qualification Standard

Series Definition

This series covers positions which supervise, lead, or perform work involving enforcing the laws that protect the Nation's homeland by the detection, interdiction, and apprehension of those who attempt to illegally enter or smuggle any person or contraband across the Nation's borders.

Work requires:

- knowledge of statutes, regulations, instructions, and precedent-setting decisions pertaining to enforcement of immigration and naturalization laws and regulations;
- knowledge of standard investigative techniques and law enforcement procedures to enforce immigration and naturalization laws and related Federal statutes;
- skill in evaluating information rapidly, making timely decisions, and taking prompt and appropriate actions under less than optimal conditions;
- proficiency in a foreign language; and
- an understanding of foreign cultures and customs.

Titling

The basic title for positions in this series is ***Border Patrol Agent***.

Occupational Information

General Occupational Information

Border patrol agents constitute a vital part of the enforcement function of the Federal Government. The work of border patrol agents involves detecting and preventing illegal entry and smuggling of aliens, commercial goods, narcotics, weapons, and/or contraband into the United States and arresting people suspected of such violations. Their work includes a focus on preventing terrorists and terrorist weapons, including weapons of mass destruction, from entering the United States. Individuals who enter the United States illegally may cross the border by a variety of means including walking, riding, flying, tunneling under, or swimming across the borders. Border patrol agents work autonomously in vast stretches of rugged terrain, where they are required to use their best judgment. They conduct daily risk assessments to identify, prepare for, and mitigate the hazards associated with the areas to which they are assigned.

Border patrol agents must deal effectively with individuals of different nationalities and cultural backgrounds. In their work, they may develop, evaluate, use, and control informants. Border patrol agents use standard investigative techniques, such as interviewing witnesses, searching records and databases, conducting surveillance, and analyzing intelligence information. Depending on the situation, they may use a variety of equipment and vehicles, including two-way radios, night scopes, remote-monitored sensor and video systems, and 4–wheel drive vehicles. Border patrol agents conduct interviews, interrogations, searches, seizures, and arrests in compliance with laws and precedents regarding the rights of citizens and aliens. In order to make an arrest, there must be probable cause and reasonable suspicion a violation has occurred and the person of interest has committed it.

(continued)

BORDER PATROL ENFORCEMENT, 1896 (continued)

Occupational Information (continued)

Border patrol agents are authorized to execute warrants and other processes issued under laws regulating the admission, exclusion, or expulsion of aliens; administer oaths; take statements; and take and consider evidence. Border patrol agents may represent the United States in misdemeanor smuggling and illegal entry cases before a magistrate. They prepare detailed paperwork to substantiate the allegations made against the defendant and present the Government's case in court.

Border patrol agents perform a wide array of duties and functions, including the following:

Maintaining the Integrity of International Boundaries. Working at or near a land or river border or coastline, border patrol agents maintain general surveillance over the assigned area by observing people and events in the area, detecting and interpreting signs of illegal movement, and questioning persons when necessary.

Narcotics Interdiction. Border patrol agents play a key role in the interdiction of narcotics smuggled across the U.S. border. They seize narcotics, interview suspects or witnesses, search for additional evidence to substantiate findings, and maintain a chain of evidence.

International Boundary Operations. Operating in areas adjacent to international boundaries, border patrol agents detect, investigate, and interdict smuggling.

Traffic and Transportation Checks. In cooperation with other agencies, border patrol agents conduct traffic and transportation checks on major highways leading away from the border to detect and apprehend illegal aliens attempting to travel further into the interior of the United States after evading detection at the border and to intercept illegal narcotics.

Intelligence Operations. Border patrol agents gather information and alert other law enforcement agencies about suspected terrorists, aliens, and smugglers of narcotics or weapons, including smuggling routes, vehicles used, and frequency of smuggling operations.

Air Operations. Border patrol agents are supported by air assets to track and intercept backpackers, horses, vehicles, and other modes of transportation used in smuggling. Border patrol agents are further supported by unmanned or manned air support to observe movements. They may also contact pilots by radio to assist in navigating unfamiliar or hazardous terrain.

Task Force Operations. Border patrol agents frequently work with other law enforcement agencies on task forces. Task force operations serve as a secondary enforcement tier in efforts focusing on controlling the immediate border area through special initiatives and operations.

Border Safety and Rescue Operations. Due to the expertise of border patrol agents in tracking, sign cutting, and trauma management, border safety and rescue operations are integral aspects of daily border patrol enforcement operations. In the remote areas where they work, border patrol agents are usually the first on the scene to evaluate the extent of medical aid required, administer first aid, and track criminals or lost or missing persons.

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Impact of Automation

Automation and computer technologies affect how background information, data, evidence, and other types of information are gathered to accomplish work. Positions in this group require the use of computers and computer-assisted equipment to perform a wide variety of tasks. Employees in occupations covered by this standard access files, initiate and track projects, obtain digital evidence, analyze data, and generate reports. They input, store, and retrieve data in multiple formats. They also use the Internet to search for information pertaining to assignments. The borderless environment created by the Internet may lead to searches crossing international jurisdictions.

Positions in this job family may use a polygraph to assist in collecting information. The correct series determination should be based on the primary duties of the position and the paramount knowledge necessary to perform them. Consequently, merely operating or providing instruction on the use of polygraphs is not sufficient basis for series or grade-level determinations for occupations in this family.

Although the incumbents use computers to perform basic work processes, knowledge of the rules and processes to perform the work remains the paramount subject-matter knowledge required. The kind of automation tools involved and the skill required to use them generally replace or supplement work methods and techniques previously performed through manual or machine-enhanced processes. Positions may require knowledge of the applications of information technology (IT) to the assignment area and skill in the use of IT software and hardware systems, but the positions are not directly involved in developing, delivering, or supporting IT systems, applications, and services. In many cases, an employee with advanced knowledge and skill in the use of IT systems may be regarded as the IT “expert” in the immediate organization and relied upon by other employees for limited technical advice and assistance in applying IT systems to the assignment area. Although computers are used to facilitate work within this job family, the use of automation does not change the primary purpose of the work. Proper classification of positions is based on the relevant knowledge and skills required to perform the primary duties of the position.

Additional Occupational Considerations

Some positions may include work requiring knowledge and skills typically associated with the General Inspection, Investigation, Enforcement, and Compliance Group. However, a closer look at the work may reveal classification to a series in this job family may not be appropriate. The **General Series Determination Guidelines** section of this JFS offers guidance on selecting the most appropriate series.

The following table provides examples of work similar to that performed in the 1800 job family, but not to the extent the paramount knowledge required, the reason for the position's existence, the mission and/or function of the organization, and the recruitment sources for the best qualified candidates would warrant classification to a series in this JFS.

If Work Involves…	See This Standard or Series Definition:
Performing work in the conservation and use of Federal park resources including enforcement of laws and regulations, and investigation of violations, complaints, and trespass/encroachment.	**Park Ranger, 0025**
Safeguarding information, personnel, property, facilities, operations, or materials affecting national defense and national security from unauthorized disclosure or sabotage, including performing polygraph examinations for intelligence and counterintelligence screening.	**Security Administration, 0080**
A range of law enforcement activities, such as serving civil and criminal processes, transporting prisoners, maintaining custody of prisoners, presenting and guarding prisoners in court, maintaining order in court, or seizing property under court orders and requires knowledge of Federal statutes, laws, and procedures applicable to the United States Marshals Service, court procedures, and precedent court cases.	**United States Marshal, 0082**
• Performing or supervising law enforcement work involving the protection of life, property, and civil rights of individuals, including prevention, detection, and investigation of accidents and crimes to determine the immediate circumstances of a suspected violation and make an immediate decision for arrest or questioning; or • Performing investigative work primarily focused on security and crimes committed on or adjacent to Federal property and installations.	**Police and Security Guard, 0083/0085**

(continued)

If Work Involves…	See This Standard or Series Definition:
Strategic intelligence collection, analysis, evaluation, interpretation, and dissemination of political, economic, social, cultural, physical, geographic, scientific, or military conditions, trends, and forces in foreign and domestic areas, excluding analysis of information relating to criminal activities or organized criminal elements.	**Intelligence, 0132**
Developing, administrating, evaluating, or advising on Federal agencies' internal equal employment opportunity programs, including special emphasis programs related to Federal employment.	**Equal Employment Opportunity, 0260**
Evaluating operating programs within Federal agencies for effectiveness, economy, and internal compliance with policies, regulations, and laws governing those programs.	**Management and Program Analysis, 0343**
Analyzing and resolving equal opportunity and civil rights problems through fact-finding, problem analysis, negotiation, and voluntary compliance programs.	**Equal Opportunity Compliance, 0360**
Performing financial compliance audits and requires professional knowledge of auditing or accounting.	**JFS for Professional and Administrative Work in the Accounting and Budget Group, 0500**
Computing taxes, excises, and duties where the work requires primarily knowledge of various taxes and excise rates.	**Tax Specialist, 0526**
Interviewing aliens and examining supporting documents to determine eligibility for benefits under immigration and nationality laws.	**Passport and Visa Examining, 0967**
Classroom training in support of agency missions, when the paramount knowledge is training and education principles.	**Training Instruction, 1712**

(continued)

If Work Involves…	See This Standard or Series Definition:
• Examining records of individual Federal employees suspected of violating Worker's Compensation coverage requirements through fraudulent claims or overstating the severity of work-related injuries and other similar statutory violations; or • Supporting investigations by monitoring wire transfers and searching and collecting electronic information (e.g., financial records, business transactions) through the Internet, automated databases, and other similar sources for alleged or suspected violations of Federal laws; or • Searching electronic databases in response to individual search requests from law enforcement agencies for outstanding warrants, immigration, and violations.	**Compliance Inspection and Support, 1802**
Scanning and examining passengers, carry-on bags, and luggage at ports of entry and airports prior to boarding aircraft or entering the country, to detect contraband and prohibited articles and items, such as plants.	**Compliance Inspection and Support, 1802** **Plant Protection Technician, 0421**
• Investigating and preventing accidents and incidents involving U.S. aircraft anywhere in the world; and • Establishing programs and procedures to provide for the notification and reporting of accidents.	**Air Safety Investigating Series, 1815**
Developing, administering, or enforcing regulations and standards concerning civil aviation safety and requires knowledge and skill in the operation, maintenance, or manufacture of aircraft and aircraft systems.	**Aviation Safety Series, 1825**
• Examining, accepting, processing, or issuing documents required for the entry of imported merchandise into the United States and performing the initial classification of merchandise covered by the entries; • Determining customs duties and applicable internal revenue taxes accruing on such merchandise; • Ascertaining the drawback to be paid on exported articles manufactured with the use of duty-paid or tax-paid imported merchandise or substituted domestic merchandise; and • Determining the validity of protests against liquidation decisions on formal entries.	**Customs Entry and Liquidating Series, 1894**

(continued)

If Work Involves…	See This Standard or Series Definition:
Piloting or copiloting aircraft to carry out various missions for the agency or performing staff work concerned with planning, analyzing, or administering agency aviation programs, where the work requires primarily applying pilot knowledge and skills.	**Aircraft Operation, 2181**
Performing or providing ground and flight instruction in air navigation or weapons systems specialist duties.	**Air Navigation Series, 2183**
Performing duties in flight engineering, aerial refueling, or aircraft loading.	**Aircrew Technician Series, 2185**
Maintaining, troubleshooting, repairing, overhauling, and modifying fixed- and rotary-wing aircraft systems, airframes, components, and assemblies which require Federal Wage System knowledge.	**Aircraft Mechanic, 8852**
• Recovering electronic evidence and information from seized computers and other high-tech devices where data has been altered, deleted, partially destroyed, and/or the equipment is damaged to such an extent normal recovery procedures are not possible; or • Detecting and analyzing intrusions and/or attempted intrusions into Federal computer systems and identifying electronic evidence for use in tracing and identifying the source or sources of intrusions and/or attempted intrusions.	**JFS for Administrative Work in the Information Technology Group, 2200**

Crosswalk to the Standard Occupational Classification

The Office of Management and Budget requires all Federal agencies to use the Standard Occupational Classification (SOC) system for statistical data reporting purposes. The Bureau of Labor Statistics uses SOC codes for the National Compensation Survey and other statistical reporting. OPM and other Federal agencies maintain a "crosswalk" between OPM authorized occupational series and the SOC codes to serve this need. These SOC codes and this requirement have no effect on the administration of any Federal human resources management system. The information contained in this table is for information only and has no direct impact on classifying positions covered by this job family standard. The SOC codes shown here generally apply only to nonsupervisory positions in these occupations. As changes occur to the SOC codes, OPM will update this table. More information about SOC is available at **http://stats.bls.gov/soc**.

Federal Occupational Series and Position Titles and Their Related Standard Occupational Classification System Codes

Federal Occupational Series	Standard Occupational Classification Code Based on Occupational Series		Position Title	Standard Occupational Classification Code Based on Position Title	
General Inspection, Investigation, Enforcement, and Compliance, 1801	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	No specified title		
Investigative Analysis, 1805	13-1111	Management Analysts	Investigative Analyst	13-1111	Management Analysts
General Investigation, 1810	33-3021	Detectives and Criminal Investigators	Investigator	33-3021	Detectives and Criminal Investigators
Criminal Investigation, 1811	33-3021	Detectives and Criminal Investigators	Criminal Investigator	33-3021	Detectives and Criminal Investigators
Mine Safety and Health Inspection, 1822	29-9011	Occupational Health and Safety Specialists	Mine Safety and Health Inspector	29-9011	Occupational Health and Safety Specialists

(continued)

Crosswalk to the Standard Occupational Classification (continued)					
Federal Occupational Series	**Standard Occupational Classification Code Based on Occupational Series**		**Position Title**	**Standard Occupational Classification Code Based on Position Title**	
			Mine Safety and Health Specialist	29-9011	Occupational Health and Safety Specialists
Wage and Hour Investigation, 1849	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Wage and Hour Investigator	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
			Wage and Hour Specialist	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
Agricultural Warehouse Inspection, 1850	45-2011	Agricultural Inspectors	Agricultural Warehouse Inspector	45-2011	Agricultural Inspectors
Equal Opportunity Investigation, 1860	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Equal Opportunity Investigator	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation

(continued)

Crosswalk to the Standard Occupational Classification (continued)					
Federal Occupational Series	**Standard Occupational Classification Code Based on Occupational Series**		**Position Title**	**Standard Occupational Classification Code Based on Position Title**	
Customs and Border Protection Interdiction, 1881	33-3021	Detectives and Criminal Investigators	Customs and Border Protection Air Interdiction Agent	33-3021	Detectives and Criminal Investigators
			Customs and Border Protection Air Interdiction Agent (Flight Instructor)	33-3021	Detectives and Criminal Investigators
Import Compliance, 1889	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Import Specialist	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
Customs and Border Protection, 1895	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	Customs and Border Protection Officer	13-1041	Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation
Border Patrol Enforcement, 1896	33-3021	Detectives and Criminal Investigators	Border Patrol Agent	33-3021	Detectives and Criminal Investigators

Part II provides grading information for use in determining the appropriate grade of nonsupervisory two-grade interval administrative positions in the Inspection, Investigation, Enforcement, and Compliance Group, 1800. These grading criteria are applicable to General Schedule positions classified under chapter 51 of title 5, United States Code. They may also be used as appropriate to determine work levels for other Federal position classification systems. You will find more complete instructions for evaluating positions in the following OPM publications: **Introduction to the Position Classification Standards** and **The Classifier's Handbook**.

How to Use This Grading Information

Evaluate positions on a factor-by-factor basis using the factor level descriptions (FLDs) provided in this JFS. Compare each factor in the position description to the appropriate FLDs and illustrations. If the factor information in the position description fully matches an FLD for the series and specialty, you may assign the level without reviewing the illustrations. FLDs are progressive or cumulative in nature. For example, each FLD for Factor 1 – Knowledge Required by the Position encompasses the knowledge and skills identified at the previous level. Use only designated point values.

The FLDs in this JFS cover nonsupervisory positions at grades 5 through 13. Evaluate supervisory and leader positions by applying the appropriate **functional guide**.

Use the occupation and specialty-specific **factor illustrations** following the FLDs as a frame of reference for applying factor level concepts. Do not rely solely on the illustrations in evaluating positions because they reflect a limited range of actual work examples. The level of work described in some illustrations may be higher than the threshold for a particular factor level. If the factor information in the position description fails to fully match a relevant illustration, but does fully match the FLD, you may still assign the level.

For each factor, record the factor level used, the points assigned, and relevant comments on the **Position Evaluation Summary Worksheet**. Convert the total points to a grade using the Grade Conversion Table and record the grade in the summary section of the Worksheet. The shaded portions of the table reflect the most commonly found grades in this job family.

GRADE CONVERSION TABLE

Point Range	GS Grade
855-1100	5
1105-1350	6
1355-1600	7
1605-1850	8
1855-2100	9
2105-2350	10
2355-2750	11
2755-3150	12
3155-3600	13
3605-4050	14
4055-up	15

Position Evaluation Summary Worksheet

Organization _____

Position #_____

Evaluation Factors	Factor Level Used (FL#, etc)	Points Assigned	Comments
1. Knowledge Required by the Position			
2. Supervisory Controls			
3. Guidelines			
4. Complexity			
5. Scope and Effect			
6/7. Personal Contacts and Purpose of Contacts			
8. Physical Demands			
9. Work Environment			
SUMMARY **Total Points**			
Grade Conversion			

Additional Remarks:

Title, Series, and Grade Assigned:

_____

Prepared by:_____Date: _____

Agencies may copy for local use.

Factor Level Descriptions (FLDs)

FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION

This factor measures the nature and extent of information or facts an employee must understand to do acceptable work (e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts) and the nature and extent of the skills necessary to apply that knowledge. You should only select a factor level under this factor when the knowledge described is required and applied.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

Level 1-5 — 750 Points

Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	**Illustration(s)**
Investigative Analysis	**1805**	**Illustration(s)**	**Equal Opportunity Investigation**	**1860**	**Illustration(s)**
General Investigation	**1810**	**Illustration(s)**	**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	**Illustration(s)**	**Import Compliance**	**1889**	
Mine Safety and Health Inspection	**1822**	**Illustration(s)**	**Customs and Border Protection**	**1895**	**Illustration(s)**
Wage and Hour Investigation	**1849**	**Illustration(s)**	**Border Patrol Enforcement**	**1896**	**Illustration(s)**

FLD

Knowledge of, and skill in applying, basic inspection, investigation, enforcement, and/or compliance principles, concepts, and procedures; applicable Federal laws and regulations; and practices common to business, public institutions, and other entities sufficient to:

- answer questions about specialized programs;
- provide responses to requests for routine case file information;
- select, gather, and organize information from various sources such as databases, witnesses, informants, or Federal, State, and local agencies;
- perform routine tasks to support the inspection, investigation, enforcement, or compliance process;
- inspect documents for accuracy and compliance;
- establish preliminary findings; and
- prepare reports.

Level 1-6 — 950 Points

Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	Illustration(s)
Investigative Analysis	**1805**	Illustration(s)	**Equal Opportunity Investigation**	**1860**	
General Investigation	**1810**	Illustration(s)	**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	Illustration(s)	**Import Compliance**	**1889**	
Mine Safety and Health Inspection	**1822**	Illustration(s)	**Customs and Border Protection**	**1895**	Illustration(s)
Wage and Hour Investigation	**1849**	Illustration(s)	**Border Patrol Enforcement**	**1896**	Illustration(s)

FLD

Knowledge of, and skill in applying, inspection, investigation, enforcement, and/or compliance principles, concepts, and methodologies; laws, regulations, guidelines, and precedent decisions; requirements of various legal jurisdictions; and practices common to industries and entities regulated by applicable programs. These acquired knowledges and skills must be sufficient to independently perform duties such as:

- identify significant sources of information to detect illegal activity and document issues or probable cause;
- conduct inspections to determine if violations have occurred;
- conduct investigations using accepted methodology and problem solving techniques;
- take statements from witnesses, third parties, and other knowledgeable persons;
- research, analyze, interpret, and evaluate data and information to make appropriate recommendations; and
- prepare reports and technical information.

Level 1-7 — 1250 Points

Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	Illustration(s)
Investigative Analysis	**1805**	Illustration(s)	**Equal Opportunity Investigation**	**1860**	Illustration(s)
General Investigation	**1810**	Illustration(s)	**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	Illustration(s)	**Import Compliance**	**1889**	
Mine Safety and Health Inspection	**1822**	Illustration(s)	**Customs and Border Protection**	**1895**	Illustration(s)
Wage and Hour Investigation	**1849**	Illustration(s)	**Border Patrol Enforcement**	**1896**	Illustration(s)

FLD

Knowledge of, and skill in applying, a wide range of complex inspection, investigation, enforcement, and/or compliance principles, concepts, and practices; criminal and case law precedents; administrative and legal procedures; requirements of various legal jurisdictions; a broad range of advanced investigative techniques, research methodologies, and statistical and financial analyses; and business practices common to regulated entities and parties sufficient to perform duties such as:

- coordinate investigative activities with Federal, State, and local law enforcement officials;
- conduct sophisticated surveillance;
- ensure criminal cases are supported by evidence;
- develop supportable cases for presentation and/or prosecution;
- conduct inspections and investigations where significant difficulties are encountered;
- select, adapt, and apply investigation and negotiation techniques;
- interpret complex laws and regulations;
- develop new approaches, methods, or procedures in data gathering and analysis techniques;
- recognize and resolve discrepancies and/or inconsistencies among findings;
- obtain and/or reconstruct missing or withheld documents and information;
- overcome obstacles to gather and interpret evidence;
- collect and confirm information from a variety of sources and methods, such as court records, databases, the Internet, newspapers, periodicals, and financial reports; and
- prescribe corrective action or remediation in difficult and complex work assignments.

Level 1-8 — 1550 Points

FLD Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	
Investigative Analysis	**1805**		**Equal Opportunity Investigation**	**1860**	**Illustration(s)**
General Investigation	**1810**	**Illustration(s)**	**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	**Illustration(s)**	**Import Compliance**	**1889**	
Mine Safety and Health Inspection	**1822**	**Illustration(s)**	**Customs and Border Protection**	**1895**	
Wage and Hour Investigation	**1849**		**Border Patrol Enforcement**	**1896**	

Mastery of, and skill in applying, laws and regulations to inspection, investigation, enforcement, and/or compliance work. Work at this level involves developing new techniques, legal processes and approaches, and requires mastery of advanced principles and concepts of a field sufficient to:

- develop agency-wide policies, procedures, and strategies;
- provide expert technical advice, guidance, and recommendations to agency management and other senior agents, officers, or inspectors on critical operations;
- make recommendations which change the interpretation of laws, lead to new case law decisions, or influence the development and modification of significant policies or programs;
- plan the requirements for, set up, and manage large-scale and/or multi-jurisdictional investigations where methods are subject to changing legal admissibility;
- collect and analyze operational and strategic intelligence from wide-ranging sources including Federal, State, and local law enforcement agencies, military departments, foreign governments, financial institutions, and technology companies;
- develop new approaches in response to identified weaknesses and vulnerabilities of ongoing operations; or
- solve problems demanding technologically advanced methods and innovative approaches.

FACTOR 2 – SUPERVISORY CONTROLS

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor or another individual over the work performed, the employee's responsibility, and the review of completed work. The controls apply to both how supervisors assign and review work. The supervisor determines what information the employee needs to perform the assignments (e.g., instructions, priorities, deadlines, objectives, and boundaries). The employee's responsibility depends on the extent to which the supervisor expects the employee to develop the sequence and timing of the various aspects of the work, to modify or recommend modifying instructions, and to participate in establishing priorities and defining objectives. The primary components of this factor are: **How Work Is Assigned**, **Employee Responsibility**, and **How Work Is Reviewed**.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

Level 2-1	**25 Points**
FLD	**How Work Is Assigned** – The supervisor or designated employee assigns the work and provides detailed and specific instructions. **Employee Responsibility** – The employee: • performs work as instructed; • consults with the supervisor or designated employee when clarification of instructions is needed; and • receives guidance on problems and work methods not specifically covered by the original instructions. **How Work Is Reviewed** – The supervisor or designated employee: • closely reviews work in progress and upon completion; • reviews work for compliance with directions; and • verifies work is complete and accurate.

Level 2-2 — 125 Points

FLD

How Work Is Assigned – The supervisor or designated employee:

- instructs the employee on the purpose of the assignment and its scope, limitations, expected deadlines, and priorities; and
- provides additional instruction and/or suggested work methods for new, difficult, or unusual assignments.

Employee Responsibility – The employee:

- works independently, but within the framework of established practices and prescribed procedures; and
- refers problems not covered by the supervisor's instructions or guides to the supervisor for help.

How Work Is Reviewed – The supervisor or designated employee:

- reviews completed work to verify accuracy and conformance to required procedures, including special instructions;
- reviews findings and conclusions to ensure they are supported by facts; and
- typically reviews in detail the difficult work the employee has not previously performed.

Level 2-3 — 275 Points

FLD

How Work Is Assigned – The supervisor or designated employee:

- makes assignments by defining objectives, priorities, and deadlines; and
- provides assistance on controversial or unusual situations which have no clear precedents.

Employee Responsibility – The employee:

- independently plans and carries out assignments in conformance with accepted policies and practices; and
- handles problems and deviations relying on instructions, previous training, and accepted procedures.

How Work Is Reviewed – The supervisor or designated employee:

- ensures appropriate factors have been considered, sufficient information or evidence has been gathered to support conclusions, and pertinent regulations and precedents have been applied; and
- reviews completed work for conformity with policy, the appropriateness of the employee's approach, technical soundness, and adherence to deadlines.

Level 2-4 — 450 Points

FLD

How Work Is Assigned – The supervisor:

- outlines overall objectives and available resources;
- discusses with the employee the projects and timeframes; and
- determines the parameters of the employee's responsibilities.

Employee Responsibility – The employee:

- determines the most appropriate avenues to pursue;
- decides the practices and methods to apply in all phases of assignments including the approach to take, and the depth and intensity needed;
- interprets policy and regulations and resolves most conflicts as they arise;
- coordinates projects or cases with others as necessary; and
- keeps the supervisor informed of progress and potentially controversial matters.

How Work Is Reviewed – The supervisor does not normally review the methods used, but reviews completed work for:

- soundness of overall approach;
- effectiveness in producing results;
- feasibility of recommendations; and
- adherence to requirements.

Level 2-5 — 650 Points

FLD

How Work Is Assigned – The supervisor provides general administrative direction for assignments in terms of broad program objectives and resources of the agency.

Employee Responsibility – The employee:

- is responsible for a significant program, project, or investigation;
- independently plans, organizes, and carries out the work to be done; and
- analyzes objectives or interprets policy promulgated by senior authorities and determines their effect on the agency's program.

How Work Is Reviewed – The supervisor:

- reviews the work for potential impact on broad agency policy objectives and program goals;
- usually evaluates the employee's recommendations for new systems, methods, projects, or program emphasis in light of the availability of funds and personnel, equipment capabilities, and agency priorities; and
- normally accepts work as technically authoritative and rarely makes changes to the employee's work.

FACTOR 3 – GUIDELINES

This factor covers the nature of guidelines and the judgment employees need to apply them. Individual assignments may vary in the specificity, applicability, and availability of guidelines; thus, the judgment employees use similarly varies. The existence of detailed plans and other instructions may make innovation in planning and conducting work unnecessary or undesirable. However, in the absence of guidance provided by prior agency experience with the task at hand or when objectives are broadly stated, the employee may use considerable judgment in developing an approach or planning the work. Examples of guidelines used in administrative work in the Inspection, Investigation, Enforcement, and Compliance Group, 1800, include:

- agency regulations, legislation, and requirements covering program operations;
- governing policies and procedures of the agency;
- established investigation and examination procedures;
- State and local laws;
- precedent judicial cases;
- Civil Rights Act of 1964;
- Privacy Act of 1974;
- Fair Labor Standards Act of 1938, as amended;
- Administrative policies and precedents;
- North American Free Trade Agreement of 1993;
- Harmonized Tariff Schedule of the United States;
- Americans With Disabilities Act of 1990;
- Illegal Immigration Reform and Immigration Responsibility Act of 1996;
- Immigration and Naturalization Act of 1952, as amended;
- U.S. Warehouse Act of 1916, as amended;
- Federal Mine Safety and Health Act of 1977;
- Export Administration Act of 2001; and
- Bank Secrecy Act of 1970, as amended.

Do not confuse guidelines with the knowledge described under Factor 1 – Knowledge Required by the Position. Guidelines either provide reference data or impose certain constraints on the use of knowledge. For example, there may be several generally accepted methods of accomplishing work, perhaps set forth in an agency operating manual; however, in a particular office, the policy may be to use only one of those methods, or the policy may state specifically under what conditions the office uses each method. The primary components of this factor are: **Guidelines Used** and **Judgment Needed**.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

Level 3-1	**25 Points**
FLD	**Guidelines Used** – The employee uses specific and detailed guidelines covering all aspects of the work. **Judgment Needed** – The employee works in strict adherence to available guidelines, which require little or no judgment. The supervisor or a designated employee must authorize any deviations from the guidelines.

Level 3-2	125 Points
FLD	**Guidelines Used** – The employee uses a number of established procedures and guidelines such as laws, regulations, court decisions, service manuals, policies, and directives. **Judgment Needed** – The employee exercises judgment in selecting and applying the most appropriate guidelines, references, and procedures. The employee determines when minor deviations from the existing guidelines are appropriate, and refers significant deviations to the supervisor or designated employee.

Level 3-3	275 Points
FLD	**Guidelines Used** – The employee uses a variety of guidelines, manuals, and standard reference materials; however, they are not completely applicable to the work or have gaps in specificity. **Judgment Needed** – The employee uses judgment in interpreting, adapting, applying, and deviating from guidelines. The employee analyzes the results of such adaptations and recommends changes in established methods and procedures.

Level 3-4	450 Points
FLD	**Guidelines Used** – The employee uses administrative policies and precedents which are applicable but stated in general terms. Guidelines for performing the work are scarce or of limited use. **Judgment Needed** – The employee uses initiative and resourcefulness in deviating from established methods to: • address specific issues or problems; • identify and research trends and patterns; • develop new methods and criteria; or • propose new policies and practices.

Level 3-5	650 Points
FLD	**Guidelines Used** – The employee uses as guidance basic legislation, judicial rulings, and broad policy statements which are often ambiguous and require extensive interpretation. There are frequently no comparable precedents to use as a guide. **Judgment Needed** – The employee uses considerable judgment and ingenuity to interpret the intent of new or revised guidance and develops policy, guidelines, and practices for specific areas of work.

FACTOR 4 – COMPLEXITY

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work. The primary components of this factor are: **Nature of Assignment**, **What Needs To Be Done**, and **Difficulty and Originality Involved**.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

Level 4-2 — 75 Points

Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	Illustration(s)
Investigative Analysis	**1805**	Illustration(s)	**Equal Opportunity Investigation**	**1860**	Illustration(s)
General Investigation	**1810**	Illustration(s)	**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	Illustration(s)	**Import Compliance**	**1889**	Illustration(s)
Mine Safety and Health Inspection	**1822**	Illustration(s)	**Customs and Border Protection**	**1895**	Illustration(s)
Wage and Hour Investigation	**1849**	Illustration(s)	**Border Patrol Enforcement**	**1896**	Illustration(s)

FLD

Nature of Assignment – Work consists of tasks involving related steps, processes, or methods designed to provide practical experience and exposure to particular situations and problems.

What Needs To Be Done – The employee completes tasks consisting of routine aspects of the work including:

- selecting, compiling, analyzing, and summarizing information;
- identifying facts, considering their relevance to the issues, and arranging them in a logical and clear manner;
- answering factual questions concerning program objectives, jurisdictions, and procedures;
- interviewing and taking sworn statements to obtain basic facts; or
- processing fingerprints, evidence, and other information.

Difficulty and Originality Involved – The employee assesses information and determines whether additional research or review is needed. Actions may involve preparing reports and submitting them to higher level staff.

Level 4-3 — 150 Points

FLD Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	**Illustration(s)**
Investigative Analysis	**1805**	**Illustration(s)**	**Equal Opportunity Investigation**	**1860**	**Illustration(s)**
General Investigation	**1810**		**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	**Illustration(s)**	**Import Compliance**	**1889**	**Illustration(s)**
Mine Safety and Health Inspection	**1822**	**Illustration(s)**	**Customs and Border Protection**	**1895**	**Illustration(s)**
Wage and Hour Investigation	**1849**		**Border Patrol Enforcement**	**1896**	**Illustration(s)**

Nature of Assignment – Work consists of different and unrelated processes and methods to determine the nature and extent of compliance, noncompliance, or illegal activity.

What Needs To Be Done – The employee:

- analyzes and evaluates issues, conditions, and/or problems related to the assignment;
- selects and applies appropriate legal and regulatory guidelines and a variety of standard techniques and procedures; and
- decides on a course of action based on an analysis of the subject and issues involved.

Difficulty and Originality Involved – The employee exercises versatility, judgment, and perception to understand interrelationships among different strategies, activities, and laws or requirements.

Level 4-4 — 225 Points

FLD Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	Illustration(s)
Investigative Analysis	**1805**	Illustration(s)	**Equal Opportunity Investigation**	**1860**	Illustration(s)
General Investigation	**1810**	Illustration(s)	**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	Illustration(s)	**Import Compliance**	**1889**	Illustration(s)
Mine Safety and Health Inspection	**1822**	Illustration(s)	**Customs and Border Protection**	**1895**	Illustration(s)
Wage and Hour Investigation	**1849**	Illustration(s)	**Border Patrol Enforcement**	**1896**	Illustration(s)

Nature of Assignment – The work consists of a variety of assignments involving many different and unrelated procedures to resolve situations and problems.

What Needs To Be Done – The employee:

- analyzes data from a variety of sources, considering the impact, interrelationships, and complex patterns;
- confirms the accuracy and authenticity of information, and resolves issues of contradictory, missing, or inconclusive data; or
- resolves unusually complex jurisdictional issues through extensive coordination efforts.

Difficulty and Originality Involved – The employee exercises judgment in planning and prioritizing the sequence, direction, and progress of the work. The employee must evaluate and interpret information from various sources and vary the approach to each assignment by adapting established practices and precedents.

Level 4-5 — 325 Points

Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	
Investigative Analysis	**1805**		**Equal Opportunity Investigation**	**1860**	**Illustration(s)**
General Investigation	**1810**		**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	**Illustration(s)**	**Import Compliance**	**1889**	
Mine Safety and Health Inspection	**1822**	**Illustration(s)**	**Customs and Border Protection**	**1895**	
Wage and Hour Investigation	**1849**	**Illustration(s)**	**Border Patrol Enforcement**	**1896**	

FLD

Nature of Assignment – The work consists of the most significant and complex issues in areas of changing and/or conflicting policy or program requirements.

What Needs To Be Done – The employee makes decisions and recommendations in situations complicated by uncertainty in approach, methodology, and/or interpretation due to:

- extreme sensitivity (e.g., subjects of an investigation may be well-recognized, high profile individuals or organizations);
- the existence of few or no precedents to follow;
- significant unresolved legal or regulatory issues;
- intense and widespread public, media, or congressional interest;
- emerging and innovative methods and patterns of non-compliant or criminal activity;
- sophistication of networks involved; and/or
- issues of multi-jurisdictional authority.

Difficulty and Originality Involved – The employee must develop innovative strategies, approaches, or methods to serve as precedents or models for similar situations in the future.

FACTOR 5 – SCOPE AND EFFECT

This factor covers the relationships between the nature of work (i.e., the purpose, breadth, and depth of the assignment) and the effect of work products or services both within and outside the organization. Effect measures such things as whether the work output facilitates the work of others, provides timely services of a personal nature, or impacts on the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture to allow consistent evaluations. Consider only the effect of properly performed work. The primary components of this factor are: **Scope of the Work** and **Effect of the Work**.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

Level 5-2 — 75 Points

Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	**Illustration(s)**
Investigative Analysis	**1805**	**Illustration(s)**	**Equal Opportunity Investigation**	**1860**	**Illustration(s)**
General Investigation	**1810**		**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	**Illustration(s)**	**Import Compliance**	**1889**	**Illustration(s)**
Mine Safety and Health Inspection	**1822**	**Illustration(s)**	**Customs and Border Protection**	**1895**	**Illustration(s)**
Wage and Hour Investigation	**1849**	**Illustration(s)**	**Border Patrol Enforcement**	**1896**	**Illustration(s)**

FLD

Scope of the Work – Work involves applying specific, well-established laws, rules, regulations, and procedures to perform clearly defined assignments of limited complexity.

Effect of the Work – Work affects the accuracy, completeness, and/or timeliness of further processes.

Level 5-3 — 150 Points

FLD Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	**Illustration(s)**
Investigative Analysis	**1805**	**Illustration(s)**	**Equal Opportunity Investigation**	**1860**	**Illustration(s)**
General Investigation	**1810**		**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	**Illustration(s)**	**Import Compliance**	**1889**	**Illustration(s)**
Mine Safety and Health Inspection	**1822**	**Illustration(s)**	**Customs and Border Protection**	**1895**	**Illustration(s)**
Wage and Hour Investigation	**1849**	**Illustration(s)**	**Border Patrol Enforcement**	**1896**	**Illustration(s)**

Scope of the Work – Work involves independently conducting and completing typical inspections, investigations, enforcement activities, or compliance evaluations. This includes responsibility for resolving a variety of conventional problems and situations by applying known solutions.

Effect of the Work – Work contributes to the effective administration and/or enforcement of pertinent laws and regulations and to the prevention and detection of illegal or unsafe activities.

Level 5-4 — 225 Points

FLD Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**		**Agricultural Warehouse Inspection**	**1850**	
Investigative Analysis	**1805**	Illustration(s)	**Equal Opportunity Investigation**	**1860**	Illustration(s)
General Investigation	**1810**		**Customs and Border Protection Interdiction**	**1881**	
Criminal Investigation	**1811**	Illustration(s)	**Import Compliance**	**1889**	Illustration(s)
Mine Safety and Health Inspection	**1822**	Illustration(s)	**Customs and Border Protection**	**1895**	Illustration(s)
Wage and Hour Investigation	**1849**	Illustration(s)	**Border Patrol Enforcement**	**1896**	Illustration(s)

Scope of the Work – Work involves:

- planning and conducting multi-agency, multi-state, or international studies, reviews, or investigations;
- developing operational criteria, plans, and bulletins; or
- investigating or analyzing a variety of unusual situations.

Effect of the Work – Work efforts result in the disruption of large-scale organized illegal activity and/or result in changes to business practices or procedures that promote the health, safety or fair treatment of a large group or whole class of people. Work may also result in improved planning and operational aspects of agency programs.

Level 5-5 — 325 Points

Series

General Inspection, Investigation, Enforcement, and Compliance	**1801**	**Agricultural Warehouse Inspection**	**1850**
Investigative Analysis	**1805**	**Equal Opportunity Investigation**	**1860**
General Investigation	**1810**	**Customs and Border Protection Interdiction**	**1881**
Criminal Investigation	**1811**	**Illustration(s)**	
Mine Safety and Health Inspection	**1822**	**Import Compliance**	**1889**
Wage and Hour Investigation	**1849**	**Customs and Border Protection**	**1895**
		Border Patrol Enforcement	**1896**

FLD

Scope of the Work – Work involves planning, organizing, and performing assignments to address the most complex problems or initiatives crossing a range of program areas.

Effect of the Work – Work efforts result in the detection and resolution of threats or challenges to the well-being of substantial numbers of people; cause changes in business practices of large important institutions; or serve as the basis for changes in the direction of major agency initiatives or in long-standing agency practices.

FACTOR 6 – PERSONAL CONTACTS AND FACTOR 7 – PURPOSE OF CONTACTS

These factors include face-to-face and remote dialogue (e.g., telephone, e-mail, and video conferences) with persons not in the supervisory chain. (Personal contacts with supervisors are under Factor 2 – Supervisory Controls.) Levels described under these factors consider what is required to make the initial contact, the difficulty of communicating with those contacted, the setting in which the contact takes place, and the nature of the discourse. The setting describes how well the employee and those contacted recognize their relative roles and authorities. The nature of the discourse defines the reason for the communication and the context or environment in which the communication takes place. For example, the reason for communicating may be to exchange factual information or to negotiate. The communication may take place in an environment of significant controversy and/or with people of differing viewpoints, goals, and objectives.

Only credit points under Factors 6 and 7 for contacts essential for successfully performing the work and with a demonstrable impact on its difficulty and responsibility. Factors 6 and 7 are interdependent, so use the same personal contacts to evaluate both factors.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the **Point Assignment Chart** at the end of this section.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

PERSONAL CONTACTS	
Level 1	Agency employees in the same office and related support units, and members of the public in highly structured situations, where the contact understands the reason why the employee is dealing with him or her.
Level 2	Agency employees at various levels within the agency and members of the general public, such as individuals or groups, in a moderately structured setting. Contacts are usually made at the employee's work place. The employee must explain the reason for the contact and the role and legal authority to the participants.
Level 3	Individuals or groups from outside the agency in moderately unstructured settings, on a non-routine basis. The extent of each contact is different. Typical contacts at this level are with investigators from other agencies, district attorneys, witnesses, informants, complainants, public interest groups, and the news media.
Level 4	High-ranking officials outside the agency at national or international levels in highly unstructured settings (e.g., officials may be relatively inaccessible, or each contact may be conducted under different ground rules). Typical contacts at this level are Members of Congress, leading representatives of foreign governments, presidents of large national or international firms and organizations, State governors, mayors of large cities, or nationally recognized representatives of the news media.

PURPOSE OF CONTACTS	
Level A	To obtain, clarify, or give facts or information regardless of the nature of those facts. The information provided ranges from easily understood to extremely technical.
Level B	To plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or persuading individuals or groups who are working toward mutual goals and have basically cooperative attitudes.
Level C	To influence, persuade, interrogate, or control people or groups. The people contacted may be fearful, skeptical, uncooperative, or dangerous. Therefore, the employee must be skillful in approaching the individual or group to obtain the desired effect, such as gaining compliance with established policies and regulations by persuasion or negotiation, or gaining information by establishing rapport with a suspicious informant.
Level D	To justify, defend, negotiate, or settle matters involving significant or controversial issues and/or programs. Work at this level usually involves active participation in conferences, meetings, hearings, or presentations about problems or issues of considerable consequence or importance. Persons contacted typically have diverse viewpoints, goals, or objectives requiring the employee to achieve a common understanding of the problem and a satisfactory solution by convincing them, arriving at a compromise, or developing suitable alternatives.

POINT ASSIGNMENT CHART					
		Purpose of Contacts			
	Level	**A**	**B**	**C**	**D**
Personal Contacts	**1**	**30**	**60**	**130***	**230***
	2	**45**	**75**	**145**	**245**
	3	**80**	**110**	**180**	**280**
	4	**130***	**160**	**230**	**330**

***THIS COMBINATION IS UNLIKELY**

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FACTOR 8 – PHYSICAL DEMANDS

This factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities (e.g., agility or dexterity requirements) and the physical exertion involved in the work (e.g., climbing, lifting, pushing, balancing, stooping, kneeling, crouching, crawling or reaching). The frequency or intensity of physical exertion must also be considered. For example, positions requiring prolonged standing involve more physical exertion than a job requiring intermittent standing.

NOTE: Laws and regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in *section 5545(d), title 5, United States Code*, and *Subpart I of Part 550, title 5, Code of Federal Regulations*.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

Level 8-1	**5 Points**
FLD	The work is mainly sedentary, but may require some travel, walking, bending, and carrying lightweight items, such as briefcases, notebooks, and work papers. In addition to duties normally performed sitting at a desk, the work involves occasional visits to industrial, commercial, construction, agricultural, and other business establishments.

Level 8-2	**20 Points**
FLD	The work involves long periods of standing and recurring stooping and bending. The work can require frequent and recurring surveillance in which there is a considerable amount of walking, stooping, bending, and climbing. The employee may be required to remain in one location for many hours without relief. The work may also include frequent lifting of moderately heavy objects such as luggage or boxes in cargo containers.

Level 8-3	**50 Points**
FLD	The work requires considerable and strenuous physical exertion, such as long periods of standing, walking, and running over rough, rocky, uneven, and hazardous terrain; crawling in restrictive areas such as culverts; climbing fences, walls, and freight train ladders; and driving all-terrain vehicles cross country and over rough terrain. Employees must also be prepared to protect themselves or others from physical attacks at any time and without warning, and to use firearms, as required by the position, only as a last resort.

FACTOR 9 – WORK ENVIRONMENT

This factor considers the discomfort and risk of danger in the employee's physical surroundings and the safety precautions required. Although safety regulations and techniques can reduce or eliminate some discomfort and dangers, they typically place additional demands upon the employee.

NOTE: Laws and regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in s*ection 5545(d), title 5, United States Code,* and *Subpart I of Part 550, title 5, Code of Federal Regulations*.

Note: These factor level descriptions (FLDs) apply to all 1800 occupational series in this JFS.

Level 9-1	**5 Points**
FLD	The work area is usually an office setting with adequate lighting, heating, and ventilation. The work environment involves everyday risks or discomforts requiring normal safety precautions. The employee may occasionally be exposed to uncomfortable conditions in facilities, such as production facilities and warehouses.

Level 9-2	**20 Points**
FLD	The work involves moderate risks and requires special safety precautions or protective clothing or gear. It is mostly performed in settings such as: • outdoors, on land or at sea, in all types of weather; • at dockside on fishing vessels during catch-landing operations; • at fish processing houses; • on board aerial or surface patrol craft; • at ports of entry; or • at cold storage facilities and warehouses. The work involves exposure to such conditions as: • moderate discomfort, high noise levels, dust, auto and aircraft exhaust, or adverse weather, such as hot, cold, wet, or dry climates; • people and animals with contagious diseases, such as tuberculosis, hepatitis, or HIV/AIDS; and • hazardous chemicals, herbicides, carcinogens, or pesticides used in packaging and preservatives used for international shipment; • potentially dangerous machinery, equipment, and products; or • areas with high crime rates.

Level 9-3	50 Points
FLD	The work involves: • high risk of exposure to potentially dangerous and stressful situations such as high-speed vehicle pursuits or boarding moving trains and vessels; • involvement in physical altercations or the use of lethal weapons while attempting to arrest suspects; • assignments alternating between extremely cold, mountainous terrain and extremely hot, arid deserts; or • risk of falling from rooftops, or exposure to fires, explosions, and noxious gases.

Factor Illustrations

Illustrations are provided in this part as a tool to give insight into the meaning of the Factor Level Descriptions (FLDs) for Factors 1, 4, and 5. Consider each illustration in its entirety and in conjunction with the FLDs. Do not rely solely on these illustrations in evaluating positions.

For additional information about the proper use of illustrations, see the **How To Use This Grading Information** section of this JFS.

FACTOR 1 ILLUSTRATIONS

LEVEL 1-5: INVESTIGATIVE ANALYST, 1805

Knowledge of, and skill in applying:

- database search techniques; and
- basic analytical and intelligence-gathering techniques

sufficient to:

- conduct record and database searches;
- assist in determining supplemental leads for further research and analysis; and
- prepare routine reports.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5: INVESTIGATOR, 1810

Knowledge of, and skill in applying, the basic principles, concepts, and methods of fact-finding and investigations sufficient to:

- conduct interviews;
- conduct record and database searches;
- obtain sworn statements and affidavits; and
- analyze and present to higher level investigators or supervisors documentary evidence in reports and case records.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5: CRIMINAL INVESTIGATOR, 1811

Knowledge of, and skill in applying, the basic principles, concepts, and methods of fact-finding and investigations sufficient to:

- conduct routine investigations for developmental purposes, or as part of a team or task force;
- conduct record and database searches;
- serve subpoenas;
- participate in the execution of search warrants;
- seize evidence;
- conduct interviews;
- take affidavits from suspects and witnesses;
- conduct routine surveillance;
- testify in court as a witness to events or to explain basic procedures;
- prepare reports of routine investigations; and
- assist in arrests.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5: MINE SAFETY AND HEALTH INSPECTOR, 1822

Knowledge of, and skill in applying, the basic procedures for inspecting the processes, systems, equipment, and methods involved in underground mining; and for the maintenance and use of safety equipment sufficient to:

- perform inspection tasks in and around mines;
- participate in accident investigations;
- identify apparent hazards and violations; and
- advise and instruct mine workers on personal protection and accident prevention.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5: WAGE AND HOUR INVESTIGATOR, 1849

Knowledge of, and skill in applying, the basic principles, concepts, and methods of fact-finding and investigations sufficient to:

- collect and analyze information;
- interview complainants, witnesses, employers, and others who might know about violations;
- obtain sworn statements and affidavits; and
- apply laws, rules, and regulations to investigative findings in the following areas:
  - Federal labor laws pertaining to minimum or prevailing wage rates;
  - overtime pay;
  - child labor restrictions;
  - wage garnishments;
  - domestic service in households;
  - migrant safety and health protection;
  - agriculture labor practices;
  - general practices in private industry concerning employment, wages, and hours worked;
  - Family and Medical Leave Act (FMLA) determinations; and
  - Fair Labor Standards Act (FLSA) determinations.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5: AGRICULTURAL WAREHOUSE INSPECTOR, 1850

Knowledge of, and skill in applying, the basic provisions and conventional applications of laws, regulations, and policies governing warehouse examinations; and inspection methods, procedures, and techniques sufficient to:

- evaluate operations for:
  - capacity and condition of facility; and
  - amount and quality of commodity stored;
- review suppliers for food assistance programs and quality standards;
- evaluate record keeping and accounting for warehouse receipts; and
- evaluate other information reflecting the financial stability of the warehouse.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5: EQUAL OPPORTUNITY INVESTIGATOR, 1860

Knowledge of, and skill in applying, laws, rules, and regulations, and the basic principles, concepts, and methods of fact-finding and investigations sufficient to:

- conduct interviews and fact-finding;
- collect and analyze information such as organizational structures, career patterns, and labor agreements; and
- investigate recruitment, examining, selection, promotion, discipline, and job evaluation actions.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5: CUSTOMS AND BORDER PROTECTION OFFICER, 1895

Knowledge of, and skill in applying, basic inspection procedures and practices, and laws, codes, statutes, and treaties sufficient to:

- observe the primary inspection process and assist experienced officers as directed;
- perform relatively simple, independent inspections of segregated applicants, such as documented U.S. citizens or other low-risk groups;
- screen applicants for entry, prepare documents, accept fees, and refer ineligible applicants to more experienced officers for disposition;
- monitor facilitation lanes and refer problems or possible violators to the proper agent for disposition; and
- assist inspectors by preparing routine portions of an investigative case package.

FACTOR LEVEL DESCRIPTION

LEVEL 1-5: BORDER PATROL AGENT, 1896

Knowledge of, and skill in applying, basic surveillance and enforcement principles, practices, and methods sufficient to:

- perform static and moving patrols, tracking, and traffic and transportation checks;
- interview suspected aliens, smugglers, and material witnesses;
- conduct searches and seizures of vehicles and other property;
- arrest suspects and advise them of their constitutional rights;
- transport or arrange for the transport of suspects to another location for further questioning, or transfer suspects to the jurisdiction of another agency;
- gather evidence to support the facts of the case;
- take sworn statements from suspects and material witnesses; and
- testify in court as a witness to events or to explain basic procedures.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: INVESTIGATIVE ANALYST, 1805

Knowledge of, and skill in applying, fact-finding methods and analysis sufficient to:

- conduct trend analysis and statistical studies pertaining to stolen firearms and explosives, and firearms trafficking within assigned geographical area;
- extract and summarize information received from the intelligence community and other law enforcement agencies into a single cohesive report; and
- determine supplemental leads for further research and analysis.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: INVESTIGATOR, 1810

Knowledge of, and skill in applying, fact-finding methods and analysis sufficient to:

- conduct background investigations within established geographical and jurisdictional boundaries on personnel who are being considered for:
  - employment;
  - security clearances; or
  - assignment to sensitive positions;
- interview persons acquainted with the subject of the investigation;
- develop, evaluate, and pursue derogatory information, such as financial and credit problems and substance abuse;
- determine the relevance, importance, and veracity of facts and statements; and
- draft or compose concise reports of investigation.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)

Knowledge of, and skill in applying, laws, regulations, local policies, practices, methods, procedures, and precedents sufficient to:

- investigate commercial fishing vessel owners and operators for suspected narcotics or weapons smuggling;
- conduct covert surveillance of fishing techniques, gear, and practices; and
- plan and conduct seizures with and without search warrants, gather and preserve evidence, question witnesses and suspects, and testify in court during the prosecution of alleged violators.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)

Knowledge of, and skill in applying, laws, regulations, local policies, practices, methods, procedures, and precedents sufficient to:

- examine seized currency to determine if it is counterfeit;
- detain suspects for further questioning about possible counterfeit currency;
- interview suspects and witnesses for additional information to identify others involved and determine where the suspect obtained the currency; and
- testify in court as an expert witness on whether currency is counterfeit or genuine.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)

Knowledge of, and skill in applying, laws, regulations and local policies, practices, methods, procedures, and precedents sufficient to investigate persons suspected of smuggling contraband and/or merchandise by:

- interviewing cooperative suspects;
- setting up a controlled delivery;
- using a hidden tracking device;
- putting a body recorder on a cooperating witness who is willing to meet the contacts;
- effecting an arrest;
- confiscating evidence and maintaining a chain-of-custody; and
- testifying in court to present evidence of the smuggling operation.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: MINE SAFETY AND HEALTH INSPECTOR, 1822

Knowledge of, and skill in applying:

- the processes, systems, methods, and equipment commonly utilized to mine and mill minerals, including:
  - mining systems and processes;
  - design, capacities, and limitations of various types of mining equipment and machinery; and
  - health and safety problems related to the individual equipment; and
- occupational safety and health principles and practices applicable to the mining industry

sufficient to:

- inspect mining, milling, and quarry operations known to have good safety programs, and without significant modifications in operating methods, complaints, or problems since the previous inspection;
- advise mine operators, workers, and manufacturers on matters requiring explanations of Federal mine safety and health laws and regulations;
- make preliminary evaluations of updated roof control plans to identify substantive changes in the design of the systems; and/or
- participate in investigations of accidents and complaints by collecting information, interviewing workers, and observing physical conditions.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: WAGE AND HOUR INVESTIGATOR, 1849

Knowledge of, and skill in applying:

- business accounting and payroll practices; and
- procedures for collecting relevant information from sources (e.g., payroll records, business ledgers, rosters of current and past employees) and for identifying trends

sufficient to:

- plan and conduct inquiries into complaints or work with higher-graded employees on more complex cases;
- review incomplete employee and payroll files to piece together relevant information;
- interview complainants, employers, employees, and other relevant witnesses about allegations of wage and hour violations;
- recognize discrepancies or irregularities in records, reports, or operations at establishments being inspected; and
- conduct inquiries into allegations such as straight pay versus overtime pay.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: AGRICULTURAL WAREHOUSE INSPECTOR, 1850

Knowledge of, and skill in applying:

- Federal laws, regulations, and practices governing the storing and trade of agricultural commodities;
- financial and business accounting principles;
- warehouse management practices; and
- official United States commodity standards

sufficient to:

- conduct subsequent or special examination of storage facilities with no past difficulties or irregularities;
- identify discrepancies, adverse conditions, and violations;
- discuss findings with the warehouse manager and recommend necessary corrective action;
- analyze warehouse bookkeeping accounts and ledgers;
- compute warehouse capacity and measure stocks in store;
- prepare reports to explain findings to both supervisors and warehouse workers; and
- assist higher-graded examiners in original or modification examinations of warehouses to determine eligibility and suitability for licensing.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: CUSTOMS AND BORDER PROTECTION OFFICER, 1895

Knowledge of, and skill in applying:

- inspection procedures for all classes of applicants for admission to the United States at ports of entry;
- techniques for questioning and observing individuals, and for reviewing identity papers; and
- discretion in admitting or referring applicants for further interviews

sufficient to:

- perform primary examination by questioning and observing individuals and by reviewing identity papers to quickly determine whether to admit the individuals without further formality;
- perform primary examination for all categories and classes of mostly unsegregated applicants including diplomats, crewmen, refugees, immigrants, and workers in various nonimmigrant categories;
- refer applicants to secondary examination if there are questions or indications of problems requiring a more detailed examination or inquiry to determine status;
- conduct an in-depth interview and search of the individual and his or her personal belongings to decide whether to detain the person based on ineligibility and/or fraudulent documentation;
- examine selected applications for various immigration privileges and benefits including:
  - visa petitions;
  - extensions of temporary stays in the United States; and
  - re-entry permits;
- enroll frequent travelers in facilitation initiatives, such as dedicated commuter lanes;
- perform examination functions away from the office, such as issuing entry documents or conducting off-site inspections at satellite airports, seaports, or district offices; and
- use immigration databases, automation systems, and specialized technical equipment to detect fraud or falsification of documents.

FACTOR LEVEL DESCRIPTION

LEVEL 1-6: BORDER PATROL AGENT, 1896

Knowledge of, and skill in applying:

- surveillance and enforcement practices;
- agency procedures and Federal, State, and local laws; and
- intelligence-gathering techniques

sufficient to:

- deploy sensor systems to track and identify persons and vehicles entering the United States at other than authorized points of entry;
- identify suspicious movement patterns on State and interstate highways and county and farm-to-market roads to detect smugglers who are transporting undocumented aliens, narcotics, weapons, and other contraband;
- develop and use information from a variety of sources including private citizens, witnesses, and informants to apprehend persons or groups transporting narcotics, weapons, and/or contraband;
- conduct searches and seizures of vehicles and other property;
- perform boundary operations;
- patrol city streets, airports, and rivers, including areas accessible only by foot, bike, or horse patrol;
- arrest suspects and advise them of their constitutional rights;
- interrogate and take sworn statements from aliens, suspects, and witnesses;
- determine appropriate violations with which to charge suspects, such as:
  - illegal entry or re-entry into the United States after deportation;
  - smuggling aliens, narcotics, weapons, explosives, and other illegal contraband; or
  - other violations of Federal, State, and local laws;
- gather evidence to support the facts of the case;
- present performance criteria evidence to the U.S. Magistrate; and
- appear as a witness in court proceedings, when required by representatives of the U.S. Attorney's Office, to provide testimony as to the facts of a case or incident.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: INVESTIGATIVE ANALYST, 1805

Knowledge of, and skill in applying, a wide range of concepts, principles, and practices involving:

- criminological theories and research methodologies;
- the use of investigative and intelligence gathering systems;
- information search and retrieval techniques and procedures; and
- automated intelligence systems

sufficient to:

- conduct analysis of investigative cases (e.g., financial crimes, access device fraud, telecommunications fraud, electronic crimes, counterfeit U.S. currency and obligations);
- access, collect, examine, and analyze data, evidence, and other information from a variety of sources, including public access and law enforcement databases;
- conduct independent research, reconstruct complicated events, establish possible criminal associations, detect trends, and develop case-specific subject profiles;
- prepare link analysis in highly complex criminal investigations; and
- prepare reports of findings to use as evidence in prosecuting cases.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: INVESTIGATOR, 1810

Knowledge of, and skill in applying, laws, regulations, policies, and procedures sufficient to:

- plan and conduct investigations or inquiries typically involving matters of personal conduct and situations associated with alleged waste, abuse, or mismanagement, or unequal application of laws, regulations, policies, or procedures involving:
  - human resources;
  - acquisition;
  - procurement;
  - contracting activities;
  - training;
  - management and leadership systems; and/or
  - prudent and effective use of government resources;
- ensure reports of investigation or inquiry:
  - comply with applicable policy;
  - contain thorough analyses; and
  - adhere to regulatory guidance for findings, referrals, timely resolution, and closure; and
- coordinate with other investigative agencies designated to conduct follow-up investigations.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)

Knowledge of, and skill in applying, the policies, precedents, goals, objectives, regulations, and guidelines of criminal investigations, and a wide range of investigative techniques sufficient to:

- gather information to establish probable cause and necessity for initiation of electronic surveillance;
- gather and examine intelligence from confidential sources, cooperating defendants, pen register and toll information, and investigative reports from other Federal, State, and local investigations to incorporate the information into an affidavit, and application for title 18 to be presented to an Assistant U.S. Attorney (AUSA);
- prepare periodic reports for AUSAs, grand juries, or judges in current cases;
- complete affidavits in support of search and arrest warrants;
- use analytical tools to untangle the intricacies of complex criminal schemes involving multiple businesses and innocent and fraudulent transactions;
- conduct financial analysis of bank accounts of criminal suspects to detect fraud;
- act on tips from confidential and anonymous sources to initiate surveillance of businesses suspected of criminal activities, such as forging prescriptions to obtain and distribute controlled substances;
- conduct investigations to locate and apprehend Federal, State, and local fugitives using complex networks of family members and associates to avoid detection;
- develop patterns of fugitive whereabouts based on phone records, information on family members and associates, vehicle registration, and other sources;
- pose in undercover role to purchase and receive counterfeit goods while maintaining surveillance on unlawful import operations;
- investigate individuals and organizations engaged in illegal drug trafficking, involving coordination with other Federal, State, local, and/or international law enforcement agencies;
- investigate individuals and organizations engaged in credit card and debit card fraud, identity theft, and collusive merchant schemes; and
- testify before criminal courts, grand juries, or judges as to the nature and complexities of various procedures, processes, and techniques used in conducting criminal investigations.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)

Knowledge of, and skill in applying:

- a wide range of investigative methods to uncover criminal violations of numerous environmental protection statutes;
- modern detection devices (sound and video), information from many sources, forensics, and laboratory services; and
- investigative techniques to expose possible terrorist weapons of mass destruction (e.g., chemical, toxins, and biological)

sufficient to:

- investigate and refer for prosecution violations of environmental laws posing a significant threat to human health and the environment;
- respond to and investigate acts of terrorism which present a danger to the environment and the nation's citizens and infrastructure;
- recognize, seize, and preserve evidence involving cutting edge scientific technology;
- expose evidence skillfully manipulated and tampered with, including intentionally falsified records, spiked samples, falsified laboratory tests, and other false test results; and
- serve as a witness for the agency at court proceedings and testify or present cases to grand juries.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: MINE SAFETY AND HEALTH INSPECTOR, 1822

Knowledge of, and skill in applying, a wide range of:

- policies and programs required by the Federal Mine Safety and Health Act and other relevant Federal laws;
- mining principles and techniques;
- occupational health and safety principles and practices involved in the design, operation, and maintenance of underground coal or metal/non-metal mining systems and equipment; and
- inspection and investigative procedures

sufficient to:

- inspect a variety of mining, milling, and quarry operations, including those known to have serious or persistent safety and health problems, looking at all aspects of the operations and responding to questions concerning safety or health issues;
- inspect and determine the hazards, adequacy, capabilities, and limitations of equipment and machinery for all sizes and types of underground coal or metal/non-metal mines, preparation plants, and related facilities;
- assess safety and health implications of unique combinations of technological, environmental, and geological conditions at both underground and surface mines;
- counsel mine operators and contractors on safety procedures and practices such as:
  - safe roof or ground control;
  - ventilation and gases;
  - electrical systems; and
  - environmental issues;
- investigate and analyze mine accidents and disasters to determine the cause and contributing conditions;
- educate mine operators, workers, and manufacturers on mine hazards and how to interpret vague or unclear Federal mine safety and health laws and regulations;
- inspect training records for compliance with regulations; and
- prepare written notices of inspections and investigations, including notices of violations and orders of withdrawal, and testify at judicial hearings regarding such notices and orders.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: MINE SAFETY AND HEALTH SPECIALIST, 1822

Knowledge of, and skill in applying, a wide range of:

- relevant Federal laws, including the Federal Mine Safety and Health Act, and agency policies related to the health and safety aspects of mining;
- methods and techniques for loss control and hazard analysis;
- occupational health and safety principles and practices involved in the design, operation, and maintenance of mining systems and equipment; and
- methods and techniques used in instructing and evaluating the effectiveness of training programs

sufficient to:

- conduct on-site reviews of mining operations to evaluate the overall effectiveness of health and safety programs;
- develop new specialized techniques and procedures to control specific hazards such as inadequate roof support;
- advise manufacturers and mine operators on whether or not new equipment and methods or unusual adaptations or applications of existing equipment and methods are consistent with the intent of Federal safety and health laws and regulations;
- advise mine operators on the development of training plans designed to eliminate or control identified safety and health hazards; and
- determine the need for special purpose training programs by analyzing injury incidence rates and accident trends.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: WAGE AND HOUR INVESTIGATOR, 1849

Knowledge of, and skill in applying:

- wage and hour laws enforced by the Federal Government;
- important precedent-setting court and administrative decisions;
- current conditions and trends pertaining to:
  - the general economy and unemployment rates;
  - union activity;
  - social attitudes toward certain classes of workers; and
  - socio-economic conditions influencing labor violations; and
- business accounting and records systems pertaining to:
  - corporate structures or franchise agreements;
  - purchasing, production, and shipping operations to establish wage and hour jurisdiction;
  - personnel, timekeeping, and pay practices in private businesses;
  - labor agreements and contracts;
  - equipment and employment practices in various trades;
  - child labor laws;
  - the Fair Labor Standards Act (FLSA);
  - the Family and Medical Leave Act (FMLA); and
  - the Davis–Bacon Act

sufficient to:

- investigate complex allegations and violations involving diversified businesses and/or having multiple locations;
- enforce and administer Federal contract labor provisions;
- open inquiries into associated franchises to uncover unlawful trends in labor practices;
- investigate businesses for repeated violations of overtime wage requirements when owners and/or attorneys are uncooperative and confrontational, resulting in the need to conduct interviews with workers at home;
- investigate complaints from employees who are not being paid overtime when businesses claim all employees are exempt from FLSA, resulting in:
  - a review of the businesses;
  - redesignation of all employees as exempt/nonexempt; and
  - negotiations with attorneys on the FLSA status and recovery of back pay; and
- exercise sanction authority against employers who refuse to provide housing and wages, in accordance with laws and regulations, thus preventing brokers and truckers from loading and delivering employers' products.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: AGRICULTURAL WAREHOUSE INSPECTOR, 1850

Knowledge of, and skill in applying, a wide range of:

- Federal laws, including the United States Warehouse Act, and relevant State laws;
- types of storage contracts with Government agencies, such as the Commodity Credit Corporation;
- regulations governing the commodity program; and
- agricultural practices relating to warehousing of grain, cotton, rice, tobacco, cottonseed, syrup, dry beans, nuts, processed commodities, and bulk oil

sufficient to:

- conduct examinations of large business entities with complicated financial and/or organizational structures and multiple locations;
- determine if records are fraudulent and/or incomplete and identify willful noncompliance based on examination of business records and interviews;
- perform special examinations for fraudulent manipulation or loss of large quantities of commodities, financial difficulties, or extensive damage as a result of fire, flood, or other causes; and
- prepare reports and brief warehouse workers, employees, businessmen, and other interested parties on the United States Warehouse Act, related regulations, and changes in policy.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: EQUAL OPPORTUNITY INVESTIGATOR, 1860

Knowledge of, and skill in applying:

- investigative techniques to develop evidence of system-wide discrimination meeting legal standards of proof;
- laws, regulations, Executive orders, and court decisions prohibiting discrimination in the workplace;
- statistics and indicators of economic conditions, prevalent attitudes toward equal opportunity, and other social factors affecting the degree of compliance for various labor markets;
- principles of personnel systems, management policies, procedures, and practices in government or private industry;
- employment practices in recruitment, selection, promotion, discipline, pay and job evaluation, career patterns, job qualifications, retention procedures, and labor agreements; and
- data collection and analysis techniques

sufficient to:

- independently plan and conduct complex complaint investigations;
- conduct legal research on unique issues;
- develop strategies for data collection and analysis;
- determine whether discrimination has occurred;
- develop remedies for discriminatory practices and other noncompliance actions; and
- prepare show-cause notices or, if necessary, recommend enforcement action.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #1)

Knowledge of, and skill in applying, laws, regulations, processes, and procedures regarding immigration into the United States including passports, various categories of nonimmigrant visas, immigration classifications, and variations in the citizenship process sufficient to:

- examine applicants for admission to the United States at ports of entry to determine their eligibility for entry;
- conduct inspections of questionable or suspect cases, resulting in approved entry, denial, detention, or removal;
- determine whether an alien should be immediately removed, allowed to withdraw, or prosecuted for illegal activities;
- oversee difficult inspection situations involving high-profile or politically sensitive travelers;
- collect and compile raw intelligence data to detect fraudulent documents and criminal patterns;
- review, analyze, and disseminate information on new alien smuggling techniques and trends;
- conduct interrogations of unresponsive or uncooperative individuals to uncover additional facts about organized criminals, terrorists, smuggling groups, or fraudulent document vendors;
- detect bad faith applicants, fraudulent documents, and spot deviations from genuine documents;
- prepare cases for removal or referral to an immigration judge by:
  - gathering evidence such as false documents;
  - taking sworn statements;
  - researching precedent decisions;
  - writing case reports; and
  - preparing other documentation necessary to remove denied applicants from the United States;
- arrange to detain and present individuals for a hearing before an immigration judge, Federal judge, or magistrate;
- recommend fines to be levied on commercial carriers transporting passengers in violation of the Immigration and Naturalization Act, and/or seize vehicles or other property;
- perform secondary inspection functions independently, exercising broad discretion in determining the outcome of the inspection process, such as detaining on board the crew of a vessel or allowing them entry;
- conduct a remote port's business without oversight, including seaports, satellite ports, or remote duty stations (i.e., a "one person" port of entry); and
- question explanations offered by applicants and advise ways to resolve problems.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #2)

Knowledge of, and skill in applying, a wide range of:

- import/export laws and regulations;
- information about importers' history, type of commodity, and country of origin; and
- procedures for examination, duty and tax collections, seizures, penalties, and arrests

sufficient to:

- analyze records and manifest information to determine level of risk for possible violations;
- identify high-risk shipments or individuals;
- release shipments on own authority;
- identify shipments or passenger arrivals requiring in-depth or special emphasis inspection actions;
- plan actions to be taken, coordinate a team effort, and lead or undertake actions, such as surveillance or controlled delivery;
- participate in special enforcement and response teams, such as Contraband Enforcement Team, Mobile Enforcement Team, Manifest Review Team, or anti-terrorism team to determine the degree of examination needed, resolve problems, and ensure proper release of cargo;
- detect suspicious individuals in baggage or passenger areas;
- handle sensitive situations with the potential to result in disputes or political problems;
- serve on multi-agency task forces investigating smuggling, money laundering, or commercial fraud as the technical expert on commercial import/export inspection and control procedures;
- identify and develop evidence to substantiate criminal prosecution or other administrative sanctions;
- review, analyze, and disseminate information about new smuggling techniques and trends;
- determine necessity of pat-down searches, identify people requiring special handling, and resolve problems among passengers, shippers, terminal operators, brokers, and inspection personnel;
- perform selective intensive inspections of crew and passengers;
- demonstrate proficiency with a wide range of technology devices, such as portable x-ray vans, body scanners, density measuring devices, and fiber scopes; troubleshoot technical problems; and determine whether readings or signals are accurate;
- plan and carry out special assignments, projects, or studies to explore and resolve major or complex problems in operations and enforcement activities, or develop or implement improved or new procedures;
- provide training to lower-graded inspectors on changes, new methods, and techniques; and
- lead and monitor inspection and control activities at one or more ports of entry, and perform a variety of administrative, advisory, and coordination tasks.

FACTOR LEVEL DESCRIPTION

LEVEL 1-7: BORDER PATROL AGENT, 1896

Knowledge of, and skill in applying:

- a wide range of law enforcement procedures and intelligence-gathering techniques to prevent illegal entry of aliens and smuggling, to apprehend aliens who enter the country illegally, and to interdict narcotics, weapons, and other contraband;
- immigration and naturalization laws and regulations; and
- precedent-setting court decisions

sufficient to:

- collect and analyze intelligence information from a variety of sources, including informants, State and local law enforcement agencies, and social service agencies;
- prepare forecasts of illegal immigration routes, analyze patterns and trends, and share with other law enforcement agencies;
- identify, investigate, and apprehend illegal aliens and/or smugglers of aliens ranging from small operations to highly organized smuggling rings;
- conduct interrogations of unresponsive or uncooperative aliens to obtain additional facts regarding organized criminal groups, and to gather intelligence useful to other law enforcement agencies; and
- gather and review evidence, and prepare and present cases to the U.S. Attorney's Office for prosecution.

FACTOR LEVEL DESCRIPTION

LEVEL 1-8: INVESTIGATOR, 1810

Mastery of, and skill in applying, laws, theories, concepts, and principles including:

- program or agency rules, regulations, advisory opinions, exemptions, court decisions, and agency enforcement and regulatory policies and procedures; and
- the most up-to-date investigative principles, methods, and techniques

sufficient to plan and conduct complex regional and national investigations and financial examinations of target companies, resulting in precedent-setting decisions.

FACTOR LEVEL DESCRIPTION

LEVEL 1-8: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)

Mastery of, and skill in applying, theories, concepts, principles, practices, laws, and regulations of criminal investigations including constitutional, international, and statutory laws; investigative procedures and techniques; and specialized investigative and business accounting techniques sufficient to:

- develop multi-jurisdictional or international conspiracy cases, targeting organizations with large-scale supply sources;
- solicit cooperating defendants and sources who will identify upper echelon members of criminal organizations, infiltrate the organization under the direction of the criminal investigation, or facilitate the introduction of an undercover agent to upper-level members;
- draft affidavits in support of search and arrest warrants in multiple jurisdictions and judicial districts and coordinate the enforcement actions of Federal, State, and local agencies participating in the investigations;
- review documentary evidence to identify other members of the criminal organization, potential witnesses, or assets meeting seizure and forfeiture guidelines;
- investigate complex tax and financial violations, such as money laundering and financial and investment fraud schemes, in which suspects took advantage of systemic weaknesses in the financial payment system, tax codes, banking regulations, or reporting requirements to commit the crime and/or avoid detection;
- investigate complicated electronic crimes perpetrated against financial or telecommunications infrastructure which thwart standard information security practices and obscure the identity of the attacker from conventional investigative methods;
- investigate complex United States and foreign government currency and securities counterfeiting using the latest technology;
- obtain relevant evidence for investigations routinely involving multiple entities, multiple judicial districts, obstructive activities, and interwoven legal and illegal transactions;
- develop innovative approaches to document financial and tax fraud for financial investigations and detect fraudulent transactions in a variety of accounting, financial, and banking systems; and
- set up a cover and storefront operation for domestic or international businesses being investigated, gain introductions to fraudulent business executives, trace money used in accounts, and serve arrest warrants as appropriate.

FACTOR LEVEL DESCRIPTION

LEVEL 1-8: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)

Mastery of, and skill in applying, laws, regulations, policies, procedures, theories, concepts, and principles of criminal investigations sufficient to:

- investigate threats and allegations against executive and cabinet level officials, government witnesses placed in the witness protection program, and any others (e.g., foreign dignitaries or members of the United Nations General Assembly) designated by the Secretary of the Treasury or U.S. Attorney General; and
- uncover confidential information involving planned assassinations of Federal officials and take the following steps:
  - initiate a series of wiretaps and surveillance;
  - determine whether the threat is valid;
  - work undercover using covert technical devices to infiltrate the conspiracy as a potential assassin;
  - develop incriminating evidence;
  - compile affidavits; and
  - provide testimony before the grand jury, criminal courts, and judges regarding unusual circumstances and complex theories of criminal activity.

FACTOR LEVEL DESCRIPTION

LEVEL 1-8: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)

Mastery of, and skill in applying, theories, concepts, and principles of constitutional and international law governing criminal investigations, complex investigative techniques, and investigative technology sufficient to:

- conduct complex investigations of national and/or international organizations or groups;
- uncover and document the illegal commercialization and destruction of protected wildlife resources;
- work with and coordinate efforts of a dedicated network of intelligence gathering agencies, unique covert operations, and specialized forensic examinations providing essential tools for conducting complex investigations;
- determine the routes of smuggling and methods of laundering money using covert contacts and surveillance;
- use electronic technology and physical surveillance to identify suspects and their contacts, and document shipments being delivered to international organizations; and
- serve as a witness at court proceedings, and testify or present cases to grand juries.

FACTOR LEVEL DESCRIPTION

LEVEL 1-8: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #4)

Mastery of, and skill in applying, Federal and international laws, theories, concepts, principles, policies, and procedures governing security protection and security planning sufficient to:

- plan, coordinate, conduct, and lead sensitive protection activities, such as conducting advance security surveys for individuals who are vital to national and international security and the continuity of government;
- conduct advance security surveys of a large-scale nature, involving continuous or extended domestic and international travel, and/or involving major events; and
- develop detailed security plans in consultation with high-ranking State, county, and local officials, representatives of foreign governments, and prominent private individuals.

FACTOR LEVEL DESCRIPTION

LEVEL 1-8: MINE SAFETY AND HEALTH SPECIALIST, 1822

Mastery of, and skill in applying:

- the Federal Mine Safety and Health Act and other relevant Federal laws;
- newly-established inspection and investigative procedures;
- advanced principles of mining including mining equipment and state-of-the-art technology; and
- analytical and evaluative methods and techniques

sufficient to:

- manage a program impacting mine operators nationwide;
- resolve significant mine safety and health issues for which current regulations and procedures are not sufficient;
- develop new policies and procedures regarding implementation and interpretation of mandatory mine safety and health standards as well as applicable enforcement guidelines;
- develop new approaches which deviate significantly from past practices;
- direct teams of inspectors in:
  - conducting thorough examinations of accident sites;
  - interviewing survivors, witnesses, and other parties; and
  - reviewing all mine records and inspection reports to produce a comprehensive Agency report that addresses the cause(s) of and factors that contributed to an incident;
- testify as the Agency's expert witness on disasters and serious accidents at hearings and briefings, press briefings, and criminal and civil court proceedings; and
- analyze mine accidents, disasters, or other occurrences for their broader implications for the overall mine safety and health program.

FACTOR LEVEL DESCRIPTION

LEVEL 1-8: EQUAL OPPORTUNITY INVESTIGATOR, 1860

Mastery of, and skill in applying, equal opportunity and human resources laws, theories, concepts, and principles sufficient to:

- investigate complex charges of employment discrimination involving nationwide and/or international employers, and significant issues likely to result in decisions having a major impact on employment policies and practices;
- negotiate settlements or seek remedies through conciliation efforts involving important and significant employer policies and practices; and
- investigate cases of multiple parties, or one or more classes of employees (e.g. class action) involving national employers or unions.

FACTOR LEVEL DESCRIPTION

FACTOR 4 ILLUSTRATIONS

LEVEL 4-2: INVESTIGATIVE ANALYST, 1805

Nature of Assignment – Work consists of assisting investigators in ongoing criminal investigations.

What Needs To Be Done – The employee determines the appropriate process from easily recognizable alternatives to:

- choose the best sources of information to support the case;
- extract information from a variety of sources; and
- present facts and statistical information in a useable format.

Difficulty and Originality Involved – Exercises judgment in determining the relevancy of information to the investigative efforts and whether additional research is necessary.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2: INVESTIGATOR, 1810

Nature of Assignment – Work consists of assisting in the investigation of cases or portions of cases as assigned.

What Needs To Be Done – The employee determines the appropriate process from easily recognizable alternatives to:

- assist senior investigators in planning and performing segments of investigations;
- participate in various phases of ongoing investigations;
- interview potential witnesses and take sworn testimonies; and
- obtain records and materials from subjects through search warrants.

Difficulty and Originality Involved – Exercises judgment in determining the facts and evidence to assist in preparing cases for indictment and subsequent trial.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2: CRIMINAL INVESTIGATOR, 1811

Nature of Assignment – Work consists of routine, closely supervised assignments to learn different aspects of the work.

What Needs To Be Done – The employee determines the appropriate process from easily recognizable alternatives to:

- interview witnesses;
- research pertinent statutes and laws; and
- carry out selected segments of an overall investigation.

Difficulty and Originality Involved – Exercises judgment in determining:

- facts from incomplete, conflicting, or contradictory data; and
- commonly accepted investigative approaches required based on the violation.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2: MINE SAFETY AND HEALTH INSPECTOR, 1822

Nature of Assignment – Work consists of developmental assignments providing exposure to the procedures and practices of preparing for, conducting, and reporting on inspections of underground mines, mills, and quarries.

What Needs To Be Done – The employee determines the appropriate process from easily recognizable alternatives to:

- make observations of readily apparent conditions and behaviors;
- test and measure physical phenomena; and
- advise workers on good safety and the use of safety equipment for personal protection, survival, and escape.

Difficulty and Originality Involved – Exercises judgment in:

- determining which regulations apply;
- determining which inspection procedures are most suitable; and
- making preliminary decisions about whether violations or hazards exist.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2: WAGE AND HOUR INVESTIGATOR, 1849
EQUAL OPPORTUNITY INVESTIGATOR, 1860

Nature of Assignment – Work consists of investigating complaints involving facts which are clear, straightforward, few in number, and obtainable from a few sources.

What Needs To Be Done – The employee determines the appropriate process from easily recognizable alternatives to obtain, organize, and compare facts to clear-cut precedent cases or principles.

Difficulty and Originality Involved – Exercises judgment in determining:

- the appropriate sequencing of fact-finding steps;
- the most effective manner of presenting findings;
- the application of the appropriate standard of proof to the fact pattern or allegation presented; and
- the necessity of additional fact-finding to resolve factual discrepancies.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2: AGRICULTURAL WAREHOUSE INSPECTOR, 1850

Nature of Assignment – Work consists of assisting in:

- inspecting and auditing of agriculture warehouses;
- examining agriculture products for rot and mold; and
- interviewing warehouse workers, employees, and business owners.

What Needs To Be Done – The employee determines the appropriate process from easily recognizable alternatives to:

- assess incomplete or conflicting data;
- discuss problems encountered and recommend solutions; and
- ascertain the integrity and competency of warehouse workers and key employees.

Difficulty and Originality Involved – Exercises judgment to independently make on-site decisions.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2: IMPORT SPECIALIST, 1889

Nature of Assignment – Work consists of gaining practical experience in and exposure to the work through:

- screening pre-entry documents;
- verifying prescribed trade statistical items;
- telephoning or corresponding with brokers, importers, or others to request needed documents or additional information;
- answering general questions on the classification and value process or on import-related requirements of other government agencies;
- classifying routinely received items provided for by name in the tariff schedules; and
- assessing duty on items with specific rates.

What Needs To Be Done – The employee determines the appropriate process from easily recognizable alternatives to determine entry status, classification of items, and duty by:

- accepting, rejecting, or holding entry summary packages;
- reviewing packages for the presence of required documents; and
- determining the completeness and consistency of information provided in those documents.

Difficulty and Originality Involved – Exercises judgment in actions taken based on factual differences, such as:

- kinds of articles or products being imported;
- country of origin;
- type of formal entry made, such as consumption, warehouse, or Temporary Importation under Bond (TIB); or
- special provisions claimed by importers.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2: CUSTOMS AND BORDER PROTECTION OFFICER, 1895

Nature of Assignment – Work consists of developmental assignments in the procedures and practices of inspecting persons, baggage, cargo, and carriers (vehicles, vessels, trains, and aircraft) entering or leaving the United States at designated ports of entry or stations.

What Needs To Be Done – The employee determines the appropriate process from easily recognizable alternatives to:

- sort and tally entry forms completed at the port for routing;
- provide general information to applicants regarding entry into the United States;
- conduct primary inspection of returning U.S. citizens;
- review entry forms and documents;
- determine tariff classifications and rates of duty; and
- implement custody and control procedures for goods imported or exported through U.S. ports.

Difficulty and Originality Involved – Exercises judgment in:

- working with various types of travelers;
- recognizing when to do a detailed inspection of baggage or vehicles and personal searches;
- distinguishing a wide range of documents from different countries;
- detecting document alterations; and
- determining intentions of applicants who communicate poorly or attempt to conceal actual intentions.

FACTOR LEVEL DESCRIPTION

LEVEL 4-2: BORDER PATROL AGENT, 1896

Nature of Assignment – Work consists of gaining practical experience in and exposure to:

- conducting field patrols;
- using surveillance equipment and radios; and
- developing liaisons within the law enforcement community.

What Needs To Be Done – The employee determines the appropriate procedures and methods from easily recognizable alternatives to:

- conduct surveillance of suspect individuals or groups;
- track, apprehend, and interrogate smugglers;
- collect, record, and document evidence; and
- prepare technical reports and case files.

Difficulty and Originality Involved – Exercises judgment to:

- establish proof of illegal activities;
- sort through incomplete or conflicting information;
- determine points of origin and destination of traffickers and smugglers; and
- inform other agents of ongoing investigations.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: INVESTIGATIVE ANALYST, 1805

Nature of Assignment – Work consists of researching, analyzing, developing, and reporting on a variety of investigative and intelligence information to support ongoing investigations.

What Needs To Be Done – The employee selects the appropriate course of action from alternatives to:

- formulate source search strategies;
- recognize and extract essential information from a variety of reports and databases; and
- identify patterns of criminal activity across financial, criminal, and public record information.

Difficulty and Originality Involved – Exercises judgment in:

- considering interrelated facts;
- determining the relevancy of information;
- identifying leads to further investigative efforts; and
- deciding when sufficient information has been gathered to substantiate criminal activity.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)

Nature of Assignment – Work consists of a variety of law enforcement and compliance functions involving investigating aliens suspected of criminal acts; and apprehending aliens hiding to avoid deportation proceedings.

What Needs To Be Done – The employee chooses the appropriate course of action from alternatives to:

- interview aliens in the custody of other agencies;
- conduct on-site inspections of businesses and organizations to review immigration records;
- determine a person's citizenship or immigration status from available records and other sources; and
- prepare documents to initiate deportation proceedings.

Difficulty and Originality Involved – Exercises judgment in:

- coordinating with other agencies and individuals to verify the authenticity of documents and information; and
- determining citizenship or immigration status.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)

Nature of Assignment – Work consists of participating in a security detail to include standing post, conducting a site advance, or functioning as shift agent on a detail of a protectee with a low risk assessment.

What Needs To Be Done – The employee chooses the appropriate course of action from alternatives to:

- orient local law enforcement officers;
- interview protected site employees;
- keep in close proximity to protectee; and
- take any measure to protect life.

Difficulty and Originality Involved – Exercises judgment in protection assignments of limited complexity and involving limited resources.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: MINE SAFETY AND HEALTH INSPECTOR, 1822

Nature of Assignment – Work consists of:

- inspecting for safety and health hazards equipment, work methods, and processes commonly used in mining and milling minerals; and
- considering differences in environmental considerations and work methods resulting from the varying conditions and extraction methods found at different mines.

What Needs To Be Done – The employee analyzes the information and chooses the appropriate course of action to:

- conduct routine safety and health inspections of mines, mills, and quarries;
- assist in assessing roof control and ventilation plans in newly opened portions of mines;
- assist in inspections of operations having unusual or persistent safety or health problems;
- assist in conducting investigations of mine accidents or disasters by collecting air content samples, examining equipment, and reviewing records;
- provide safety talks and lectures on using safety equipment for personal protection, survival, and escape;
- prepare written reports of inspections and investigations citing violations in mines employing common methods and equipment; and
- testify at judicial hearings regarding citations and orders of withdrawal not involving complex features.

Difficulty and Originality Involved – Exercises judgment in:

- evaluating conditions, equipment, and facilities involved in various phases of mining and milling operations;
- deciding how to approach each assignment based on the conditions at a particular operation, such as size, location, and accident frequency rate;
- attempting to resolve issues independently; and
- referring technical problems requiring in-depth research to specialists or engineers.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: AGRICULTURAL WAREHOUSE INSPECTOR, 1850

Nature of Assignment – Work consists of:

- conducting on-site inspections of several different types of businesses, facilities, and commodities;
- determining whether:
  - safe handling and storage is provided for the products;
  - the warehouse financial position is sound; and
  - the operators are competent; and
- providing a visible link between the agriculture business community and the Federal Government.

What Needs To Be Done – The employee selects the appropriate course of action from alternatives to:

- verify record systems meet Federal requirements and receipts balance with inventory;
- inspect storage areas and equipment, adequacy of firefighting equipment, and housekeeping aspects; and
- take physical inventory of products in storage.

Difficulty and Originality Involved – Exercises judgment in:

- considering interrelated facts;
- selecting the appropriate principles and precedents for making recommendations, conclusions, or decisions;
- using and modifying standard analytical techniques to deal with particular situations;
- determining which and how many accounts and receipts to audit or persons to interview; and
- deciding when sufficient information has been gathered to substantiate findings.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: EQUAL OPPORTUNITY INVESTIGATOR, 1860

Nature of Assignment – Work consists of performing complete assignments, requiring the use of a variety of analytical and fact-finding techniques, to solve problems or negotiate a settlement. Assignments are typically characterized by:

- gathering facts from a variety of sources;
- corroborating facts to support allegations disputed by complainants, respondents, or witnesses;
- standard fact-finding techniques (e.g., on-site document reviews and interviews);
- multifaceted cases generally having more than one basis (e.g., race, sex, religion, national origin, age, color); and
- the need to analyze organizations' policies or practices.

What Needs To Be Done – The employee decides, at each step of the fact-finding and resolution process, the appropriate actions, depending on the facts and issues involved, and the organizational level of the resolutions.

Difficulty and Originality Involved – Exercises judgment in:

- considering interrelated facts;
- applying analytical techniques; and
- selecting the appropriate principles and precedents for making a recommendation, conclusion, or decision.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: IMPORT SPECIALIST, 1889

Nature of Assignment – Work includes independent classification, value, and other import-related determinations on formal entries of importations which:

- are relatively stable in terms of features significant for tariff classification and appraisement;
- involve common use products and physical characteristics;
- involve relatively stable prices, or where current published price lists are available; and
- involve clear-cut business relationships and dutiable costs.

What Needs To Be Done – The employee selects the appropriate course of action from alternatives to:

- analyze and identify facts and conditions;
- identify issues significant for duty assessment; and
- perform a variety of other required actions.

Difficulty and Originality Involved – Exercises judgment in determining:

- facts and laws or regulations amending the entered classification;
- entered value;
- countries of origin;
- quota or Generalized System of Preferences (GSP) duty-free eligibility;
- type of commodity and costs associated with importing like items; and
- propriety of transaction basic value.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #1)

Nature of Assignment – Work consists of:

- making immediate decisions on admission;
- referring secondary examinations for those persons who need more in-depth interviews;
- inspecting all types of entry documents presented by every classification of immigrants, non-immigrants, and persons desiring to enter the United States; and
- determining if applicants meet status qualifications.

What Needs To Be Done – The employee chooses the appropriate course of action from alternatives to:

- independently determine whether applicants may be admitted for entry to the United States without further formality;
- question travelers about baggage declarations and exemptions; and
- conduct intensive and detailed interrogations prompted by applicants who are:
  - suspected of alien smuggling;
  - making false claims to U.S. citizenship;
  - presenting documents which belong to others, are altered, or are counterfeit; and/or
  - attempting to enter by other devious means.

Difficulty and Originality Involved – Exercises judgment in:

- applying immigration and naturalization laws and regulations;
- taking sworn statements from individuals;
- identifying false claims to citizenship, imposters, and counterfeit or altered documents; and
- preparing cases for removal or other immigration action.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #2)

Nature of Assignment – Work consists of verifying compliance with commerce laws; detecting evidence of contraband, smuggling, and fraud; and admitting cargo, merchandise, and goods accompanying persons.

What Needs To Be Done – The employee selects the appropriate course of action from alternatives to:

- examine cargo for restricted, undeclared, or undervalued merchandise;
- identify potential risks in cargo and refer them for further examination;
- check all documents;
- enforce compliance with trade laws;
- seal containers; and
- release shipments for immediate transportation under bond.

Difficulty and Originality Involved – Exercises judgment in:

- reviewing various shipping documents and verifying quantity, condition, and identity of merchandise on invoices;
- examining freight, bulk hazardous materials, and diplomatic cargo or politically sensitive materials;
- inspecting imported household goods; and
- identifying smuggling methods and notifying supervisors to prevent smuggling or other illegitimate activities in other ports.

FACTOR LEVEL DESCRIPTION

LEVEL 4-3: BORDER PATROL AGENT, 1896

Nature of Assignment – Work consists of a wide variety of duties and functions to detect and prevent illegal entry and smuggling of aliens, commercial goods, narcotics, weapons, and/or contraband into the United States and arresting people suspected of such violations.

What Needs To Be Done – The employee chooses the appropriate course of action from many alternatives to:

- determine:
  - type of illegal activity encountered;
  - method of operation of violators;
  - status of aliens for immediate or deferred action; and
  - information and evidence necessary to apprehend and interrogate;
- arrest and/or detain suspected smugglers; and
- protect individuals' civil rights.

Difficulty and Originality Involved – Exercises judgment based on considerations, such as:

- difficulty in establishing facts;
- need for on-the-spot decisions in remote, hostile, and unusual situations;
- need to protect suspects' civil rights; and
- need to adapt established local and agency operating procedures in response to the requirements of a variety of assignments.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: INVESTIGATIVE ANALYST, 1805

Nature of Assignment – Work consists of:

- collecting, organizing, and analyzing information related to complex investigative cases, involving:
  - financial crimes;
  - telecommunications fraud;
  - organized criminal elements;
  - drug cartels;
  - counterfeit U.S. currency and obligations; and/or
  - terrorist activities;
- using state-of-the-art software programs to collect, process, and evaluate complex and voluminous data; and
- identifying patterns of criminal activity to locate targets or prepare evidence for use in a court of law.

What Needs To Be Done – The employee selects the appropriate analytical methods and procedures to focus research on:

- reconstructing complicated events or financial evidence;
- developing case-specific subject profiles and link analyses in highly sophisticated criminal investigations; and
- preparing formal reports and findings for prosecuting cases.

Difficulty and Originality Involved – Exercises judgment in:

- conducting research of complex and varied subjects crossing several lines of inquiry;
- determining appropriate methods for analyzing information in multifaceted projects; and
- applying changes in laws, regulations, and precedents to criminal research.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: INVESTIGATOR, 1810

Nature of Assignment – Work consists of investigations and financial examinations of employee benefit plans and service providers, characterized by:

- a complex set of financial systems and operations; and
- numerous functions and activities and/or complex interrelationships.

What Needs To Be Done – The employee selects the appropriate method from alternatives to:

- review incomplete or conflicting medical and financial records;
- interview knowledgeable parties; and
- consult with experts (e.g., physicians, pharmacists, accountants) to gain technical insight about transactions.

Difficulty and Originality Involved – Exercises judgment and discretion in:

- conducting investigations susceptible to Privacy Act violations;
- sorting through personal financial or medical information to prepare findings for investigation reports; and
- handling controversial or politically sensitive cases.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)

Nature of Assignment – The work consists of developing, planning, and conducting multi-judicial district investigations, including money laundering, counterfeiting currency and securities, and financial fraud investigations, using a range of criminal investigative techniques, such as:

- physical surveillance;
- electronic surveillance;
- electronic and/or oral intercepts;
- undercover operations and purchases; and
- evaluating and disseminating intelligence gained during searches, seizures, interrogations, and arrests.

What Needs To Be Done – The employee selects the appropriate method from alternatives to:

- ensure proper custody and handling of evidence;
- resolve incomplete or conflicting information;
- exploit prominent defendants; and
- coordinate and handle jurisdictional issues pertaining to the timing and feasibility of major joint investigations, including:
  - prolonged multi-jurisdictional surveillance;
  - purchasing evidence;
  - conducting coordinated searches;
  - planning seizures and arrests while protecting the ongoing investigation; and
  - identifying when the investigation requires expansion and/or culmination.

Difficulty and Originality Involved – Exercises judgment in determining conflicting facts or evidence when subjects:

- do not cooperate;
- have covert or subtle resistance;
- have explanations which are difficult to refute; and
- use obstructive tactics to obscure relevant facts.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)

Nature of Assignment – Work consists of conducting a site advance for:

- medium profile protectees with a low risk profile;
- high profile countries considered a low risk;
- evaluating proposed sites and facilities; and
- identifying environmental factors and physical conditions posing direct or indirect potential hazards to protectees.

What Needs To Be Done – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- make decisions on use of manpower and technical devices;
- select and supervise the installation of mechanical and electronic detection devices at or near security sites for inspecting suspicious objects;
- direct the establishment of controls, guard stations, check points, and other facilities necessary to ensure the safety of protectees;
- gather and assess information for the proper course of action to prevent harm to protectees; and
- develop multiple movement procedures and routes to avoid establishing predictable patterns.

Difficulty and Originality Involved – Exercises judgment in:

- coordinating with local law enforcement agencies and addressing protocol issues;
- addressing situations in open spaces (e.g., a large arrival ceremony);
- preparing and directing alternate security plans for various locations where protectees must be moved;
- preparing and executing contingency plans in response to reasonably anticipated security threats; and
- maintaining an effective liaison with Federal, State, and local intelligence agencies to update security and movement plans.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)

Nature of Assignment – Work consists of conducting a multi-agency investigation to:

- trace criminal proceeds from drug smuggling through money laundering schemes; and
- investigate proceeds invested in business assets (e.g., automobile dealerships, restaurants, residential housing, construction projects).

What Needs To Be Done – The employee selects the appropriate method from alternatives to:

- conduct financial investigations to link assets to criminal activities;
- obtain subpoenas for tax, business, and bank loan records to trace money;
- reconcile conflicting data; and
- determine if money laundering was through the operating accounts of businesses.

Difficulty and Originality Involved – Exercises judgment in:

- conducting surveillance on business principals;
- researching databases and public records;
- identifying additional assets of subjects;
- debriefing and developing informants who provide intelligence on the activities of subjects (e.g., how subjects attempt to hide assets); and
- coordinating the tactical operations of seize and arrest teams comprised of different Federal, State, and local law enforcement agencies at multiple locations, to seize multiple properties simultaneously.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #4)

Nature of Assignment – Work consists of:

- conducting investigations to locate and apprehend Federal, State, and local fugitives and their criminal assets; and
- developing facts and evidence by utilizing a range of investigative techniques, including interviewing and examining physical, documentary, and other types of evidence provided by informants (e.g., business records, public documents, utility records).

What Needs To Be Done – The employee selects the appropriate method from alternatives to:

- gather information and intelligence from a variety of sources;
- analyze available facts, evidence, and intelligence;
- reconcile conflicting data; and
- determine the need for additional investigation or further fact-finding.

Difficulty and Originality Involved – Exercises judgment to plan and conduct investigations when:

- there is difficulty in establishing the interrelationships of facts and evidence;
- evidence is fragmentary or cold;
- witnesses are reluctant;
- developing cooperating confidential sources; and
- suspects or fugitives are often subjects of major local and regional news media.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: MINE SAFETY AND HEALTH INSPECTOR, 1822

Nature of Assignment – Work consists of:

- independently conducting safety and health inspections of a wide variety of underground and surface mining and milling operations; and
- examining a broad spectrum of safety and health problems and issues generally known in the mining industry, but representing continually changing conditions (e.g., opening, relocating, or closing mining operations; new or antiquated equipment; new processing methods).

What Needs To Be Done – The employee selects the appropriate inspection method from alternatives to:

- conduct complete safety and health inspections;
- measure the presence and concentration of gas, dust, toxic chemicals, and other hazards, such as electrical, roof and support, and ventilation hazards;
- resolve incomplete or conflicting data;
- investigate accidents to determine if Federal laws and regulations were violated;
- suggest methods for correcting violations; and
- prepare written reports of inspections and investigations, including citations and orders of withdrawal, or orders to suspend operations.

Difficulty and Originality Involved – Exercises judgment in:

- inspecting a variety of mining operations of large corporate mines with several locations and affiliated processing plants;
- considering findings of violations and orders of withdrawal which could affect production and have an economic impact on operators; and
- resolving problems independently using experience and sound judgment, except those requiring in-depth technical analysis by specialists or engineers.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: MINE SAFETY AND HEALTH SPECIALIST, 1822

Nature of Assignment – Work consists of:

- planning and conducting on-site evaluations of mine safety and health programs to assess requirements for developing training programs for specific situations;
- preparing reports on safety problems resulting in injuries and mining hazards; and
- conducting research including statistical analysis, identifying and detailing specific mining situations.

What Needs To Be Done – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- plan and conduct studies on mine mishaps due to safety or health issues;
- review companies' safety and health programs or critical incidence data, and analyze incident reports;
- determine the underlying factors and recommend specific training and safety procedures to prevent or minimize miner injuries or exposure;
- review training plans developed by mine management; and
- compile inspection and investigation reports, and prepare reports on special initiatives or hazard alerts, such as lost work time or mine injuries.

Difficulty and Originality Involved – Exercises judgment in considering factors, such as:

- size and location of mines;
- history of problems, such as excess methane gas or roof control;
- relationship between ineffective safety and health programs and accidents;
- number of citations issued by inspectors; and
- trends identified by inspectors.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: WAGE AND HOUR INVESTIGATOR, 1849

Nature of Assignment – Work consists of:

- performing the complete cycle of fact-finding, problem definition, and identification pertaining to the case or cases assigned;
- developing legally supportable conclusions from a variety of law, policy, and regulation resources; and
- taking appropriate actions to resolve cases or achieve objectives.

What Needs To Be Done – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- plan investigations or inquiries so essential facts and issues are adequately covered and relevant facts are sorted from opinions, perceptions, and conditions; and
- identify and solve problems requiring the modification of typical approaches.

Difficulty and Originality Involved – Exercises judgment in:

- making decisions at each stage of investigations;
- defining problems in terms of labor laws, policies, or regulations;
- interpreting and analyzing a considerable amount of case-related data; and
- weighing facts or evidence to arrive at coverage or exemption determinations and appropriate resolution.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: AGRICULTURAL WAREHOUSE INSPECTOR, 1850

Nature of Assignment – Work consists of conducting a full range of examinations, including those initiated because of alleged violations involving:

- large-scale fraudulent manipulation of warehouse receipts;
- conversion or loss of significant quantities of government-owned commodities; or
- substantial losses due to fires, floods, storms, or other causes.

What Needs To Be Done – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- conduct exceptionally large or critical examinations;
- determine accuracy and credibility of data from interviews and financial records;
- adapt techniques and methods to overcome obstacles; and
- develop, explore, and identify possible violations.

Difficulty and Originality Involved – Exercises judgment in:

- conducting examinations of large-scale warehouses owned by major corporations dealing in agricultural commodities;
- verifying information regarding financial operations and the existence and value of assets;
- identifying situations of willful noncompliance or fraud; and
- preparing findings used to suspend or revoke licenses or contracts; or in prosecution actions.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: EQUAL OPPORTUNITY INVESTIGATOR, 1860

Nature of Assignment – Work consists of conducting investigations involving:

- large amounts of information or records;
- several types of information (e.g., witness testimony, agency files, personnel records, employment and hiring policies, historical statistics, labor market census data, commuting patterns, and financial records);
- facts disputed by complainants, respondents, or witnesses;
- information reconstructed from statements of witnesses and/or records;
- vague complaints which must be defined; and
- parties who are reluctant to cooperate.

What Needs To Be Done – The employee selects the appropriate method from alternatives to:

- develop investigative plans to uncover essential facts and issues;
- modify techniques or approaches to specific conditions; and
- sort relevant facts from conflicting information and opinions.

Difficulty and Originality Involved – Exercises judgment in:

- identifying issues;
- defining problems in realistic terms compatible with governing laws;
- weighing facts or evidence to attain the right cause and effect relationships, sound conclusions, and appropriate actions; and
- preparing case files for administrative or judicial proceedings.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: IMPORT SPECIALIST, 1889

Nature of Assignment – Work consists of developing authoritative and comprehensive recommendations on:

- classification and value of novel imports or trade practices reported by import specialists throughout the country;
- the accuracy and administrative effects of Tariff Schedules; and
- systems and methods for administering special trade programs for particular commodities and product lines.

What Needs To Be Done – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- establish criteria covering operational matters, such as the intensity of review given to various kinds of imports; and
- determine the approach in interpreting administrative and legal guidelines regarding particular imported products.

Difficulty and Originality Involved – Exercises judgment in:

- developing new information by coordinating the fact-finding of other geographically dispersed import specialists;
- developing new lines of reasoning to support tariff classification of novel imports; and
- making decisions complicated by:
  - the need for expeditious but accurate administrative action on formal entries;
  - rigorous classification and value issues national in scope and significance; and
  - technological and economic developments which have altered the kinds of products imported, or the manner imported articles are produced, used, or traded.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #1)

Nature of Assignment – Work consists of:

- applying precedent court decisions and procedures;
- questioning suspects;
- taking sworn testimony; and
- making determinations for immediate or deferred action as situations indicate.

What Needs To Be Done – The employee selects the appropriate method from alternatives, and resolves conflicting data to:

- examine referred cases concerning bad faith applicants;
- construct required elements of cases from disparate bits of information collected, such as verbal statements or material gleaned from documentation or belongings;
- complete casework and reports; and
- apply sanctions to violators, such as removal, seizure, fines, or prosecution.

Difficulty and Originality Involved – Exercises judgment in:

- discerning fraudulent entry using all evidence developed, including information from automated databases;
- interpreting regulatory and legal gray areas; and
- processing expedited removal and detainment for prosecution.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #2)

Nature of Assignment – Work consists of:

- performing analysis from various sources on new smuggling techniques;
- reviewing enforcement reports and extracting pertinent data to develop information on emerging trends; and
- determining if information is credible and significant enough to notify other ports of entry.

What Needs To Be Done – The employee selects the appropriate inspection method from alternatives, and resolves conflicting data to:

- send out enforcement alerts to notify other ports and networks with other agencies on similar trends and information;
- exchange intelligence data with local and Federal law enforcement agencies; and
- maintain a database of intelligence information.

Difficulty and Originality Involved – Exercises judgment in making decisions based upon analysis of intelligence information, and determining who else needs to know and how much intelligence information to pass on.

FACTOR LEVEL DESCRIPTION

LEVEL 4-4: BORDER PATROL AGENT, 1896

Nature of Assignment – Work consists of:

- planning, organizing, and directing operations from intelligence received from various sources;
- directing patrols in the field and shifting tracking operations; and
- using communication platforms such as encrypted radios to relay current situations.

What Needs To Be Done – The employee resolves conflicting information and selects the appropriate method from alternatives to:

- evaluate intelligence regarding criminal activities, fraud, and smuggling;
- gather evidence to support proof of criminal misconduct; and
- coordinate with other law enforcement agencies.

Difficulty and Originality Involved – Exercises judgment to:

- develop operational plans targeting smuggling activities from intelligence reports, and activities from prior shifts, local informants, and/or law enforcement agencies;
- redirect operations and resources based on analysis;
- use and control informants; and
- conduct subtle and probing interrogations.

FACTOR LEVEL DESCRIPTION

LEVEL 4-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)

Nature of Assignment – Work consists of investigating large-scale, multi-level criminal operations in which:

- subjects cannot be clearly identified with the operation;
- subjects use a complex framework of legal operations to hide illegal operations;
- subjects may be prominent in the local area, which may intimidate potential witnesses; and
- premature media coverage of the subjects' alleged involvement could:
  - damage criminal cases;
  - constrain administrative options;
  - appear to libel subjects; and/or
  - embarrass agencies.

What Needs To Be Done – The employee selects the appropriate method from alternatives and resolves conflicting data to:

- use the full range of investigative techniques, such as surveillance, undercover work, monitoring, and other techniques;
- conduct extensive review and analysis of records obtained by subpoenas to establish evidence of involvement; and
- coordinate with local, State, and other Federal law enforcement agencies.

Difficulty and Originality Involved – Exercises judgment in:

- corroborating circumstantial evidence to link subjects with crimes;
- conducting investigations which proliferate into other cases; and
- establishing criminal involvement and evidence to indict all the offenders, or prove violations of several laws.

FACTOR LEVEL DESCRIPTION

LEVEL 4-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)

Nature of Assignment – Work consists of conducting terrorism investigations involving organizations with complex characteristics, such as:

- national or international structures with various operating levels;
- operational identities for members which are different from their true identities; and
- hostile, well-organized structures utilizing extremely sophisticated operating methods.

What Needs To Be Done – The employee selects the appropriate method to:

- determine the extent of espionage conducted by members of organizations and to gain critical information about the perpetrators' foreign-based contacts and those in the United States;
- develop leads which may cross into lawful businesses and cast suspicions over seemingly respected and legitimate political and business leaders; and
- plan and coordinate investigations crossing several states which result in large-scale or simultaneous raids.

Difficulty and Originality Involved – Exercises judgment in conducting wide-range and complex investigations involving:

- a variety of overt felony criminal violations, such as firearms, ammunition, explosives, and smuggling of aliens, uranium, nuclear materials, and biohazards;
- sensitive national security matters which could significantly impact foreign policy and national security; and/or
- domestic terrorist groups, composed of aliens and naturalized U.S. citizens, and possessing:
  - sophisticated and extensive networks;
  - the ability to use conventional technology in unconventional ways to target civilians, State monuments, and national symbols; and
  - strong fundamentalist beliefs to give momentum in achieving their goals.

FACTOR LEVEL DESCRIPTION

LEVEL 4-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)

Nature of Assignment – Work involves:

- planning and conducting sensitive and complex investigations of State-sponsored counterintelligence operations taking place worldwide, crossing multiple jurisdictions, and changing without notice; and
- developing covert surveillances.

What Needs To Be Done – The employee selects the appropriate method from alternatives to:

- plan multiple phases of operations and develop new leads;
- conduct interviews with informants, hostile witnesses, and suspects;
- obtain information and material to substantiate cases through technology;
- coordinate investigations with agency headquarters' officials and State and other law enforcement and security agencies when crimes cross multiple jurisdictions; and
- prepare extensive documents for court proceedings and provide expert testimony.

Difficulty and Originality Involved – Exercises judgment in:

- developing and adapting methods of operation when circumstances change due to unique situations and personalities involved;
- researching and analyzing sensitive materials to determine the magnitude of counterintelligence operations;
- making immediate operational decisions altering priorities, realigning resources, and changing the course of action; and
- maintaining control of the dissemination of State secrets, politically sensitive materials, and identification of assets.

FACTOR LEVEL DESCRIPTION

LEVEL 4-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #4)

Nature of Assignment – Work consists of serving as the lead advance agent responsible for:

- serving as the lead coordinator for high-level protectees (e.g., President, Vice President, high-profile or high-risk foreign leaders, or heads of Government);
- setting up and establishing secure environments for domestic and international travel; and/or
- overseeing major events with visible participants.

What Needs To Be Done – The employee selects the appropriate method from alternatives to:

- represent agencies in meetings with representatives of other countries regarding protective missions;
- select motorcade routes; deploy local, State, or foreign law enforcement entities; and decide on secure routes, perimeters, and contingency plans;
- plan for the use of technical devices and equipment, and be responsible for personnel planning and staffing; and
- ensure proper weapons and radio frequency authorizations are secured in all host countries.

Difficulty and Originality Involved – Exercises judgment in:

- establishing a secure environment for protectees or events with minimum impact on events or the public;
- convincing local, State, and foreign law enforcement and Government officials to cooperate;
- directing all advance surveys, including establishing medical and emergency evacuation plans;
- conducting routine vulnerability and physical surveys, and defining threat areas; and
- rehearsing contingency plans for emergencies and national emergencies throughout the countries visited.

FACTOR LEVEL DESCRIPTION

LEVEL 4-5: MINE SAFETY AND HEALTH INSPECTOR, 1822

Nature of Assignment – Work consists of:

- conducting on-site inspections of all types of coal or metal/non-metal mines, mills, and quarries, including those known to have serious or persistent safety and health problems;
- investigating or leading teams to investigate major accidents, fatalities, and disasters to determine the cause, how they might be prevented, and whether Federal laws or regulations were violated;
- conducting special investigations into health and safety problems identified by companies, unions, or lower-graded inspectors, including those for which traditional procedures and commonly accepted solutions have not been effective; and
- preparing written reports of inspections and investigations, including diagrams, statistics, and narratives of special or technical investigations.

What Needs To Be Done – The employee enforces and promotes health and safety in a wide variety of underground and surface mines, mills, and quarries, with complicating features including:

- health hazards generated by changing characteristics of the ore or mineral being processed, or by the characteristics of coal;
- new and unique safety hazards due to the wide variety of mines and unpredictable geologic and climatic conditions;
- constant change in mining methods due to new equipment and procedures;
- persistent hazards for which traditional solutions have been ineffective;
- complete change of physical conditions and lack of adequate data following disasters; or
- unusual combinations of physical and environmental characteristics, systems, or processes for which there are no routine solutions to the health and safety problems encountered.

Difficulty and Originality Involved – Exercises originality and creativity to develop new or innovative inspection procedures and resolutions to unique safety issues and health problems.

FACTOR LEVEL DESCRIPTION

LEVEL 4-5: MINE SAFETY AND HEALTH SPECIALIST, 1822

Nature of Assignment – Work consists of analyzing and evaluating the most critical safety and health problems occurring in diverse mining operations, plants, and other facilities, and devising innovative on-site training and other means to improve safety and health conditions.

What Needs To Be Done – The specialist promotes health and safety in a wide variety of mines with complicating features such as:

- persistent safety and health problems for which traditional solutions have been ineffective;
- rising injury and accident frequency rates;
- hard-to-resolve conflicts between production and economic factors of concern to the mine operator, and safety and health considerations;
- a unique combination of physical and environmental characteristics, systems, and processes; and
- requests from mine operators to make unusual deviations from Federal standards in areas of critical importance to the safety and health of workers.

Difficulty and Originality Involved – Exercises creativity and experienced judgment to develop innovative approaches to conducting evaluations, applying standards and regulations to new or marginal situations, and recommending safety and health training programs and accident prevention techniques in situations where established procedures and precedents have not been effective.

FACTOR LEVEL DESCRIPTION

LEVEL 4-5: WAGE AND HOUR INVESTIGATOR, 1849

Nature of Assignment – Work consists of planning, coordinating, and conducting investigations of large national or international organizations involving:

- a variety of operations (e.g., shipping, marketing, sales, production) within a multi-regional organization; and
- innovative fact-finding and investigative techniques to gather a variety of evidence.

What Needs To Be Done – The employee selects the appropriate method from alternatives to:

- determine the laws and precedents under which to proceed;
- analyze statistical information required to advance the theory of cases (e.g., determining relevant labor markets and recruitment areas); and
- coordinate the testimony and evidence of geographically dispersed employees.

Difficulty and Originality Involved – Exercises judgment in investigating cases characterized by:

- voluminous information obtained by other district or regional offices;
- different applicable wage and hour laws and regulations in offices throughout companies;
- evidence difficult to obtain because companies are stalling or protesting; and
- issues strongly contested by large and politically powerful organizations.

FACTOR LEVEL DESCRIPTION

LEVEL 4-5: EQUAL OPPORTUNITY INVESTIGATOR, 1860

Nature of Assignment – Work consists of conducting atypical investigations of highly sensitive cases with characteristics, such as:

- respondents are large national or international companies or unions;
- issues are factually contested and legally complex;
- issues are precedent-setting or impact many people;
- charges are covered by the media and receive critical attention; and
- respondents who are known from past experiences to be difficult or uncooperative.

What Needs To Be Done – The employee selects the appropriate method from alternatives to:

- determine the laws and precedents under which to proceed;
- prepare investigative plans to manage large, sensitive cases;
- analyze statistical information required to advance theories of cases (e.g., who to include in the labor market and recruitment area); and
- coordinate testimony and evidence from geographically dispersed employees.

Difficulty and Originality Involved – Exercises judgment in investigating cases involving:

- precedent-setting human resources policies and practices of major private sector employers or Federal executive branch departments;
- circumstantial or conflicting evidence; or
- violations (e.g., lack of good faith) for which proof is difficult to establish.

FACTOR LEVEL DESCRIPTION

FACTOR 5 ILLUSTRATIONS

LEVEL 5-2: INVESTIGATIVE ANALYST, 1805

Scope of the Work – Work involves performing clearly defined assignments, such as:

- researching records;
- compiling information for further analysis; and
- preparing reports.

Effect of the Work – Work affects the reliability of information presented to criminal investigators.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2: CRIMINAL INVESTIGATOR, 1811

Scope of the Work – Work involves performing clearly defined assignments, such as:

- researching records;
- compiling information for further analysis;
- conducting fact-finding as part of investigations of a routine nature;
- preparing reports; or
- providing coverage of fixed posts of duty to protect designated officials.

Effect of the Work – Work affects the accuracy and reliability of facts and evidence presented to higher level employees.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2: MINE SAFETY AND HEALTH INSPECTOR, 1822

Scope of the Work – Work involves assisting in:

- conducting specific aspects of inspections;
- interviewing operators and miners; and
- collecting and recording information from observations and records.

Effect of the Work – Work affects further investigation and decisions or actions of higher-graded inspectors and supports the findings or results of the overall inspection.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2: WAGE AND HOUR INVESTIGATOR, 1849

Scope of the Work – Work involves performing clearly defined assignments, such as:

- applying precedents or specific rules to collect information from complainants and witnesses;
- reviewing facts related to alleged pay violations;
- conducting inquiries;
- analyzing individual complaints; and
- making recommendations to resolve problems or complaints.

Effect of the Work – Work affects the accuracy, completeness, and/or timeliness of work performed by higher level employees.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2: AGRICULTURAL WAREHOUSE INSPECTOR, 1850

Scope of the Work – Work involves:

- performing clearly defined inspections and audits involving small businesses;
- interviewing warehousemen and their employees; and
- collecting and recording information from business records.

Effect of the Work – Work affects the accuracy, completeness, and/or timeliness of work performed by higher level employees.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2: EQUAL OPPORTUNITY INVESTIGATOR, 1860

Scope of the Work – Work involves performing clearly defined assignments, such as:

- collecting information from complainants and witnesses;
- reviewing facts related to allegations of discrimination; and
- conducting inquiries.

Effect of the Work – Work affects the accuracy, completeness, and/or timeliness of work performed by higher level employees.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2: IMPORT SPECIALIST, 1889

Scope of the Work – Work primarily involves the application of specific and established rules, regulations, and procedures in performing such assignments as:

- preliminary screenings;
- information gathering; and
- statistical verification and reporting of analyses and decisions on entries made by employees.

Effect of the Work – Work affects the accuracy and timeliness of phases of the duty assessment process, such as:

- the classification, appraisement, and liquidation of formally entered imports; and
- analysis and issuance of trade statistics by the Bureau of the Census.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2: CUSTOMS AND BORDER PROTECTION OFFICER, 1895

Scope of the Work – Work involves performing clearly defined assignments in the inspection process to enforce the Immigration and Naturalization Act and related laws in limited situations.

Effect of the Work – Work affects the:

- accuracy and speed of the examination of travelers and cargo;
- accuracy, completeness, and/or timeliness of work performed by higher level employees; and
- satisfaction of the public, travelers passing through ports, and importers/exporters.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2: BORDER PATROL AGENT, 1896 (ILLUSTRATION #1)

Scope of the Work – Work involves performing clearly defined assignments, such as tracking and sign cutting to enforce Federal, State, and local laws in limited situations.

Effect of the Work – Work affects:

- the prevention of smuggling by interdicting contraband and suspects, including illegal aliens, narcotics, weapons, and explosives from entering the United States illegally;
- the apprehension of smugglers and illegal aliens; and
- crime detection and prevention in assigned areas.

FACTOR LEVEL DESCRIPTION

LEVEL 5-2: BORDER PATROL AGENT, 1896 (ILLUSTRATION #2)

Scope of the Work – Work involves performing clearly defined assignments, such as city patrols and traffic and transportation checks to enforce the Immigration and Naturalization Act, and other related Federal, State, and local statutes in limited situations.

Effect of the Work – Work affects:

- preventing unauthorized persons entering the United States;
- apprehending illegal aliens; and
- crime detection and prevention in assigned areas.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: INVESTIGATIVE ANALYST, 1805

Scope of the Work – Work involves identifying, developing, and analyzing investigative information and data to support ongoing criminal investigations.

Effect of the Work – Work affects the ability of the agency to successfully prosecute violators.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)

Scope of the Work – Work involves:

- covering designated protective security posts at official or social functions;
- participating in advanced security surveys in the United States and overseas; and
- serving as a liaison with law enforcement officers and employees at various protective sites (e.g., hotels, airports, convention centers).

Effect of the Work – Work affects:

- access of individuals to protected areas;
- gathering intelligence information on individuals and suspects; and
- cooperation and assistance of local authorities in planning and implementing security for protective sites.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)

Scope of the Work – Work involves investigating information received from merchants, financial institutions, and local police departments concerning the passing or seizure of counterfeit U.S. currency, and includes activities, such as:

- examining suspected counterfeit U.S. currency to determine its authenticity or lack thereof and method of manufacture;
- interviewing witnesses and suspects in custody;
- reporting on results of investigations to supervisors and prosecutors for appropriate action; and
- testifying as an expert witness in State and Federal courts as to whether the currency is genuine or counterfeit.

Effect of the Work – Work affects efforts to identify and suppress small and medium-sized counterfeit currency plants and distribution networks.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: MINE SAFETY AND HEALTH INSPECTOR, 1822

Scope of the Work – Work involves:

- inspecting mines and mills for safety and health hazards;
- advising operators on Federal safety and health laws and regulations;
- issuing notices of violations and orders of withdrawal; and
- reviewing roof control, ventilation, and training plans for compliance.

Effect of the Work – Work affects:

- the safety and health hazards at mines and mills; and
- the well-being of mine workers in metal and nonmetal mines.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: MINE SAFETY AND HEALTH SPECIALIST, 1822

Scope of the Work – Work involves:

- evaluating mine operators' proposed plans for ensuring safety in areas, such as roof control and equipment;
- advising operators on how to develop and maintain systems to ensure safe operations; and
- assisting mine operators on new or unique situations requiring in-depth research.

Effect of the Work – Work affects:

- safety programs and systems adopted by operators before starting or continuing to operate mines; and
- production and work habits of miners.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: WAGE AND HOUR INVESTIGATOR, 1849

Scope of the Work – Work involves:

- investigating employers for violations of wage and hour laws and regulations;
- fact-finding and presenting records and evidence to support findings; and
- negotiating for corrective actions and future compliance.

Effect of the Work – Work affects the resolution of individual cases involving specific employment practices of individual firms. The impact of the decision seldom extends beyond a single employer.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: AGRICULTURAL WAREHOUSE INSPECTOR, 1850

Scope of the Work – Work involves interviewing warehouse owners, employees, businesspeople, and customers doing business with warehouses.

Effect of the Work – Work affects:

- warehouses' eligibility and suitability for licensing;
- licensees' abilities to meet storage obligations; and
- timely identification of poor storage conditions.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: EQUAL OPPORTUNITY INVESTIGATOR, 1860

Scope of the Work – Work involves:

- investigating allegations of employment discrimination;
- negotiating settlements when appropriate; and
- investigating questionable management practices or abuses which do not violate Federal civil rights laws, but require corrective action.

Effect of the Work – Work affects individual charging parties and complainants, respondents, and interested parties. The results of resolutions affect respondents' employment policies and practices and the rights of individuals.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: IMPORT SPECIALIST, 1889

Scope of the Work – Work involves resolving a variety of conventional problems, questions, or situations which arise in classifying, appraising, and making other import-related decisions on entries for commodities routinely imported through assigned ports.

Effect of the Work – Work affects local administration of the duty assessment system and of any special import-related programs in effect, such as:

- absolute or tariff-rate quotas;
- Orderly Marketing Agreements and the Generalized System of Preferences (GSP); or
- licensing and monitoring imported products pertaining to the commodities assigned.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #1)

Scope of the Work – Work involves enforcing applicable Federal laws and related statutes for expediting the legal entry of persons into the United States and intercepting those attempting to enter illegally.

Effect of the Work – Work directly affects the traveling public. Work deters the smuggling of aliens, and the apprehension, prosecution, and removal of criminals, suspected terrorists, and illegal aliens.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: CUSTOMS AND BORDER PROTECTION OFFICER, 1895 (ILLUSTRATION #2)

Scope of the Work – Work involves performing examination duties to provide visible front-line enforcement of Federal laws, detect illegal activities, and protect the nation's borders from terrorist activities.

Effect of the Work – Work affects the activities of import/export businesses throughout the area serviced by ports and facilities. Work affects:

- revenues collected for goods entering and leaving the United States;
- prohibited articles or contraband; and
- the interests of local, national, and international businesses.

FACTOR LEVEL DESCRIPTION

LEVEL 5-3: BORDER PATROL AGENT, 1896

Scope of the Work – Work involves:

- observing people and detecting and interpreting signs of illegal movement along the boundaries of the United States; and
- questioning and/or apprehending illegal aliens and smugglers of narcotics, weapons, explosives, and other prohibited substances.

Effect of the Work – Work affects:

- preventing illegal aliens and the smuggling of narcotics, weapons, explosives, and other controlled substances; and
- the ability of the U.S. Attorney's Office to successfully prosecute illegal aliens and smugglers.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: INVESTIGATIVE ANALYST, 1805

Scope of the Work – Work involves:

- planning and performing independent research to reconstruct complicated events;
- developing case-specific subject profiles and link analyses for complex criminal investigations;
- keeping abreast of innovations, trends, new search and retrieval techniques, and analytical software unique to the intelligence and investigation community; and
- coordinating with criminal investigators in other agencies assigned to task forces.

Effect of the Work – Work affects the conduct and outcome of criminal investigations and enables criminal investigators to narrow investigative leads.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)

Scope of the Work – Work involves:

- developing initiatives using nontraditional methods to identify persons engaged in money laundering;
- developing sources in the real estate community who identify parcels of land purchased in a suspicious manner;
- uncovering the various layers concealing the true identity of the owner of the funds used to obtain real estate;
- obtaining grand jury subpoenas for builders and title companies;
- reviewing documents identifying secretarial services, mail drops, and sham corporations; and
- reviewing financial and corporation records and surveillance recordings from video cameras.

Effect of the Work – Work affects:

- a Federal task force of law enforcement agencies;
- surveillance methods used at mail drops, leading to the identification of individuals and businesses engaged in financial schemes, to defraud unwitting investors; and
- offshore bank accounts used to launder funds.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)

Scope of the Work – As lead agent for an international protective advance, work involves:

- coordinating the collection, evaluation, and analysis of extensive and often conflicting intelligence information gathered through a variety of sources (e.g., interviews, liaison with other agencies, reports from concerned citizens);
- meeting with security and diplomatic officials of foreign governments, as well as U.S. Embassy officials to coordinate operational requirements;
- previewing all sites and routes, and checking equipment;
- reviewing contingency and emergency plans;
- preparing work schedules;
- assigning post responsibilities and coordinating agents during protective movements;
- reviewing and evaluating incoming intelligence and determining the leads to be referred for investigation; and
- preparing comprehensive reports outlining security arrangements.

Effect of the Work – Work affects multiple Federal, State, and local law enforcement agencies, the military, and security officials of overseas governments to ensure cooperation and integration in implementing security plans for protective operations. The investigations of intelligence leads identify attempted attacks or bodily harm before they actually occur.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: MINE SAFETY AND HEALTH INSPECTOR, 1822 (ILLUSTRATION #1)

Scope of the Work – Work involves:

- inspecting and investigating mines, quarries, and plants, particularly those with safety and health issues; and
- issuing orders of withdrawal on serious safety and health violations to halt operations being challenged.

Effect of the Work – Work affects:

- mining systems, methods, and processes used by operators;
- significant monetary fines levied on mine operators for health and safety violations;
- economic stability and employment in remote areas when mining operations have been halted for safety or health violations; and
- policies, guidelines, and precedents.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: MINE SAFETY AND HEALTH INSPECTOR, 1822 (ILLUSTRATION #2)

Scope of the Work – Work involves investigating:

- willful violations of safety or health, such as open holes and lack of secondary escape routes;
- accidents and deaths occurring in and around mines or processing plants; and
- deliberate changes affecting hoist and welding designs, mobile cranes, and safety devices affecting the rated capacity and safety standards.

Effect of the Work – Work affects:

- mining production or capacity when stop-work orders are issued for health and safety violations;
- the safety and health hazards employees are exposed to; and
- mining industry programs and procedures, as well as the agency's policies and guidelines.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: MINE SAFETY AND HEALTH SPECIALIST, 1822

Scope of the Work – Work involves administrative review and adjusting contested penalties for assessment by operators charged with violating coal, metal, and/or nonmetal mine safety and health regulations; and hearing or reviewing new evidence and arguments on issues, such as:

- nature of violations;
- good faith of operator;
- extenuating circumstances;
- the gravity of offenses; and
- the effect of penalties on the operator's ability to conduct business.

Effect of the Work – Work affects:

- negotiations with mine owners and operators to abate violations and correct unhealthy or unsafe conditions under threat of financial penalties;
- advice given to members of the mining industry on interpretation and application of standards and regulations, and ways of achieving compliance; and
- decisions on penalties involving contested formula assessments binding on the agency and operator unless contested before the Federal Mine Safety and Health Review Commission.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: WAGE AND HOUR INVESTIGATOR, 1849

Scope of the Work – Work involves investigating complaints of major violations and non-compliance with Federal wage and hour and labor laws in:

- major regional industrial, commercial, agricultural, and other business establishments; and
- large public institutions.

Effect of the Work – Work affects:

- employment and pay practices of establishments under review;
- employment and pay practices of similar firms or industries;
- potential financial compensation to employees, such as back wage payments and future wage increases; and
- sanctions, including civil monetary penalties, debarments, and injunctions.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: EQUAL OPPORTUNITY INVESTIGATOR, 1860

Scope of the Work – Work involves investigating difficult and uncompromising employment practices of large multi-jurisdictional, regional, or national employers, unions, or other institutions.

Effect of the Work – Work affects:

- complainants involved in large or class action discrimination complaints;
- employers involved in substantial financial settlements;
- the economic welfare of a large group or whole class of employees; and
- employees who may benefit from improved opportunities.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: IMPORT SPECIALIST, 1889

Scope of the Work – Work involves analyzing a variety of unusual conditions or questions, such as classifying, appraising, and making related decisions on importations new to ports, or which vary in terms of origin, physical characteristics, uses, or trade practices.

Effect of the Work – Work affects:

- commercial profits or anticipated profits on new ventures; and
- major decisions and activities of businesses ranging from individual entrepreneurs to multi-national corporations importing or planning to import locally.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: CUSTOMS AND BORDER PROTECTION OFFICER, 1895

Scope of the Work – Work involves:

- using technical and operational expertise to enforce immigration, nationality, and other laws applicable to non-citizens applying for entry to the United States;
- applying detailed laws, prosecutions, removal from the United States, or other sanctions;
- reviewing flight manifests to identify passengers associated with criminal activity;
- observing passengers waiting in lines to identify suspicious behavior, patterns, or trends in smuggling or illegal entry schemes;
- searching suspicious luggage for hidden narcotics, weapons, and explosives;
- notifying ports of entry to observe travelers identified for suspicious behavior patterns;
- detaining and questioning suspects; and
- making decisions about complex sets of facts quickly.

Effect of the Work – Work directly affects:

- large-scale organized operations and smuggling trends;
- national dissemination of intelligence information;
- special operations to promote compliance with Federal immigration and customs laws;
- productivity in businesses requiring cross-border transactions; and
- the prevention of unauthorized workers attempting to enter the United States.

FACTOR LEVEL DESCRIPTION

LEVEL 5-4: BORDER PATROL AGENT, 1896

Scope of the Work – Work involves:

- collecting information on attempted violations through information received from other law enforcement agencies, intelligence sources, or investigations;
- evaluating information for reliability, currency, and usefulness in forecasting projected illegal alien activity;
- analyzing and refining information from other Federal, State, and local agencies;
- developing hypotheses on patterns of smuggling, such as time of day, routes of travel, and methods used to counteract enforcement initiatives (e.g., lookouts, scout vehicles, hidden compartments);
- uncovering large-scale smuggling and attempted violations based on intelligence information; and
- developing new methods to eliminate or minimize illegal activities.

Effect of the Work – Information developed affects large-scale regional operational plans to combat illegal alien activities.

FACTOR LEVEL DESCRIPTION

LEVEL 5-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #1)

Scope of the Work – Work involves uncovering illegal foreign trade activity, and corruption of government officials. The investigator:

- acts on tips received from informants of organized crime groups;
- coordinates investigations including surveillance aircraft and undercover agents, to gather evidence on illegal activity;
- reviews State real property records to identify money laundering assets;
- tracks multiple large cash deposits to launder money through multiple countries and financial institutions using sources developed in the commercial banking industry; and
- coordinates with other Federal, State, and foreign law enforcement officers for arrest and prosecution.

Effect of the Work – Work affects:

- criminal prosecutions conducted by the U.S. Attorney;
- revenues recovered for the Federal Government;
- development of innovative procedures for investigating other organized criminal activities in the United States and foreign countries; and
- rulings on appellate decisions related to the "Revenue Rule."

FACTOR LEVEL DESCRIPTION

LEVEL 5-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #2)

Scope of the Work – Work involves:

- coordinating and negotiating with domestic and foreign law enforcement, legal, Government, and industry officials to resolve significant jurisdictional issues and technical and legal implications; and
- leading a multi-agency task force investigating criminal intrusion into, or sabotage of, computer information systems including:
  - invasive entry of systems underlying Internet web sites with worldwide users; and
  - injecting programming which overloads system capacities or paralyzes operations.

Effect of the Work – Work affects the development and use of novel and innovative approaches, such as:

- tracing background system logging information to connect subjects to crimes; and
- utilizing expert sources to write programming codes to extract and decipher encrypted evidentiary information.

FACTOR LEVEL DESCRIPTION

LEVEL 5-5: CRIMINAL INVESTIGATOR, 1811 (ILLUSTRATION #3)

Scope of the Work – Work involves planning, organizing, and conducting a variety of exceptionally difficult and sensitive protective assignments and large-scale protective events (e.g., the Olympics, the United Nations General Assembly, political conventions, international economic summits). Investigators use initiative in working out specific details of assignments, such as:

- planning resources needed;
- ensuring coordination of work efforts; and
- directing the work of other law enforcement entities.

Effect of the Work – Work affects the methods, techniques, and approaches to problems and issues associated with complex protective assignments, often setting patterns for subsequent protective advances of similar characteristics and scope, and adopted for use by other government agencies.

FACTOR LEVEL DESCRIPTION

PART III

Part III describes the development of this job family standard (JFS) and addresses concerns expressed by reviewing agencies.

KEY DATES AND MILESTONES

In December 1997, the U.S. Office of Personnel Management (OPM) notified agencies we were initiating a study to develop a Job Family Position Classification Standard for Administrative Work in the Investigation Group, 1800.

In December 2001, we released a Draft Job Family Standard for Administrative Work in the Investigation, Enforcement, Inspection, and Compliance Group, 1800, and required lead agencies to test apply the draft standard. In addition to the lead agencies, we encouraged all agencies to comment on the draft JFS.

After September 11, 2001, the Federal Government restructured much of the work covered by the JFS. In January 2008, after significant revisions, we released a second draft and renamed it the Draft Job Family Position Classification Standard for Administrative Work in the Justice and National Security Group, 1800. We encouraged all agencies to conduct a general review of their positions and provide feedback to us.

RESULTS OF AGENCY REVIEW, COMMENT, AND TEST APPLICATION

Agencies tested the second draft JFS on 370 position descriptions covering 57,037 employees and reported no significant grade impact. Therefore, we anticipate no change to the grades of properly classified positions as a result of application of the final JFS.

When we issued the draft JFS, we requested agency comments on the adequacy of the factor level descriptions and the illustrations. Agencies also commented on several additional issues. A summary of major agency comments and our response follows.

1. Occupational Coverage

An agency asked that we not move the Air Safety Investigating Series, 1815, and the Aviation Safety Series, 1825, to the 2100 Transportation Group. We agree these two series should remain in the Inspection, Investigation, Enforcement, and Compliance Occupational Group, 1800, but at the agency's request, have not included them in the JFS.

Work in the Public Health Quarantine Inspection Series, 1864, has changed over time, and the series is no longer being used. We have, therefore, canceled the Public Health Quarantine Inspection Series, 1864.

Our proposal to cancel the Customs Entry and Liquidating Series, 1894, and our recommendation to classify the work to the Tax Specialist Series, 0526, was of concern to one agency. They stated the 0526 series does not adequately cover the work, and use of this series would not yield qualified applicants. We have retained the 1894 series, but have not included it in the JFS because we could not accommodate its atypical grade level pattern.

2. Renaming the Occupational Group and Job Family Standard

Agency Comments: Agencies commented that the proposed name of "Justice and National Security" did not reflect the full range of work covered in this occupational group, e.g., work covered by the Mine Safety and Health Inspection Series, 1822, and the Wage and Hour Investigation Series, 1849.

Our Response: We agreed and changed the name of the occupational group to the Inspection, Investigation, Enforcement, and Compliance Group, 1800, and renamed the JFS accordingly.

3. Renaming Occupational Series

Agency Comments: Agencies proposed changing the names of several series in the draft JFS.

Our Response: We considered agency comments and have changed the names of five series as shown below.

Series	Former or Proposed Series Name	New Series Name
1801	General Inspection, Investigation, and Enforcement	General Inspection, Investigation, Enforcement, and Compliance
1822	Mine Safety and Health	Mine Safety and Health Inspection
1850	Agriculture Commodity Warehouse Examining	Agricultural Warehouse Inspection
1889	Import Specialist	Import Compliance
1896	Border Patrol Agent	Border Patrol Enforcement

4. Canceling Series and Guides

Agency Comments: Agencies recommended not establishing the Fish and Wildlife Inspection Series, 1813, and canceling the Alcohol, Tobacco, Firearms, and Explosives Compliance Series, 1854.

Our Response: We agreed with the recommendations. We did not establish the Fish and Wildlife Inspection Series, 1813, and have canceled the Alcohol, Tobacco, and Firearms Inspection Series, 1854. We also canceled the following series and guides as proposed in the draft JFS.

Wage and Hour Compliance, 0249	Customs Patrol Officer, 1884
Grade Level Guide for Classifying Investigator Positions, 1810/1811	Customs Inspection, 1890
Game Law Enforcement, 1812	Grade Evaluation Guide for Compliance Work
Immigration Inspection, 1816	

5. Occupational Information for the Investigative Analysis Series, 1805

Agency Comments: One agency suggested we change the series name from Investigative Analysis to Criminal Investigative Analysis since the work involved assisting investigators with ongoing criminal investigations. Another agency requested we include civil investigations in the 1805 series.

Our Response: We have revised the occupational information to include analysis supporting general and criminal investigations. The illustrations reflect this change.

6. Occupational Information for the Mine Safety and Health Series, 1822, and the Border Patrol Enforcement Series, 1896

Agency Comments: One agency commented the occupational information for the Mine Safety and Health Inspection Series, 1822, did not accurately describe the work performed by inspectors and specialists covered by the series. Another agency commented the occupational information for the Border Patrol Enforcement Series, 1896, inappropriately separated the work into contraband interdiction and illegal immigration interdiction.

Our Response: We worked with the commenting agencies to revise the occupational information for the Mine Safety and Health Inspection Series, 1822, and the Border Patrol Enforcement Series, 1896.

7. Occupational Information for the Equal Employment Opportunity Series, 1860

Agency Comments: One agency requested additional information regarding the difference between investigative work properly covered by the Equal Opportunity Investigation Series, 1860, and "quasi-investigative" work performed in other occupations. The agency also requested that we emphasize that the primary function of the 1860 occupation is investigation.

Our Response: Although we did not add additional information concerning investigation work, we revised the 1860 occupational information to emphasize the primary knowledge required in the occupation is knowledge of investigative techniques.

8. Occupational Information for the Customs and Border Protection Interdiction Series, 1881

Agency Comments: One agency requested we include marine interdiction work in the Customs and Border Protection Interdiction Series, 1881.

Our Response: We did not include marine interdiction work in the 1881 series because this work has not yet been studied.

9. Adequacy of Factor Level Descriptions

Agency Comments: Most agencies commented the factor level descriptions (FLDs) were sufficient. A few agencies requested the FLDs be broadened to encompass the full range of work covered by this JFS. Several agencies requested we change "and" to "and/or" in the bulleted lists in the FLDs. One agency commented that Factor 4, Complexity, did not reflect the levels described in the Primary Standard.

Our Response: We agreed and made most of the suggested changes. We revised the FLDs to cover the full range of work and made changes to the bulleted lists where appropriate. We also revised FLDs 4-2, 4-3, and 4-4.

10. Adequacy of Illustrations

Agency Comments: Several agencies requested illustrations for the General Inspection, Investigation, Enforcement, and Compliance Series, 1801, and revisions and/or additional illustrations for the Investigative Analysis Series, 1805, the Mine Safety and Health Inspection Series, 1822, the Equal Opportunity Investigation Series, 1860, and the Border Patrol Enforcement Series, 1896.

Our Response: We did not provide illustrations for the 1801 series because, by definition, the work in this occupational series is undefined. We provided six additional illustrations for the Investigative Analysis Series, 1805, and five additional illustrations for the Mine Safety and Health Inspection Series, 1822. We made revisions to one illustration for the Equal Opportunity Investigation Series, 1860, and significant revisions to most of the illustrations for the Border Patrol Enforcement Series, 1896.

REVISION SUMMARY

With the issuance of this job family standard (JFS) in March 2009, the 1831 Securities Compliance Examining series was canceled. Subsequent to the issuance of the standard, the series cancellation was rescinded and was retained for the sole use of the U.S. Securities and Exchange Commission (SEC).

Also with the issuance of this job family standard, the Public Health Quarantine Inspection 1864 series was abolished due to no series usage. This change was documented on page 149 of this JFS in Part III, under summary item 1, Occupational Coverage, but was not recorded in the Modification, Cancellation, or Establishment of Occupational Series and Standards table.

We are adding this revision summary to the JFS to reflect the above changes..

April 2011

Summary of Changes:

Page 5 of this job family standard is being revised to reflect the change in the Modification, Cancellation, or Establishment of Occupational Series and Standards table**.** Specifically**,** the table will show that rather than canceling the 1831 series, it is retained for the sole use of the U. S. SEC.

Page 6 is also being revised to insert the 1864 series to the Modification, Cancellation, or Establishment of Occupational Series and Standards table to reflect cancellation of the 1864 Public Health Quarantine Inspection Series.

Page 150 of this job family standard is also revised to remove reference to the 1831 series from summary item 4, Canceling Series and Guides.