

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS

SUBJECT: Consistency Review of Payroll Liaison Technicians

1. References:

a. CEHR-E memorandum dated 8 May 2001, Subject: Classification Consistency Review - Financial Managers, Accounting Officers, Budget Officers, and Payroll Liaison Technicians.

b. DA memorandum dated 20 June 2001, Subject: Personnel Management Evaluation - January 28 through February 9, 2000 - Classification and Regulatory Case Listings: Case Number 1.

c. Classification Case Listings, EIG Report, Civilian Pay Technicians, GS-544-07 (2).

2. A USACE-wide consistency review of positions performing Payroll Liaison Technician duties (also known organizationally as Customer Service Representatives, or CSRs) was prompted by classification studies carried out by the Civilian Personnel Management Evaluation Team (CPEA) and the Engineer Inspector General (EIG) review, references (b) and (c). After reviewing three Civilian Pay Technician positions, CPEA contended that the positions should be classified at the GS-06 level, not the GS-07.

3. Position descriptions were obtained from all USACE activities, and an analysis of title, series, grade and organizational location was performed. On-site desk audits of various CSR positions were conducted in Omaha, Savannah, Baltimore, and Vicksburg Districts, and the Engineer Research and Development Center at Vicksburg. These audits provided a representative sample of positions performing duties of varying complexities due to variations in pay plans, work schedules and geographic locations of the employees within their serviced area.

4. Our analysis and review concludes that the duties performed by CSRs are essentially the same, regardless of the size and/or complexity of the organization they service. Like other Department of Defense CSRs, USACE CSRs maintain payroll records using MODERN and transmit them to DFAS using DCPS. However, unlike other CSRs, USACE has the added complexity of the CEFMS labor and payroll modules. The CEFMS modules greatly add to the complexity of USACE CSR functions. This additional process requires the incumbent to use a wide variety of interrelated steps and processes in their work. CSRs routinely review

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discrepancy reports, determine the cause of the error and develop solutions. CSRs are viewed as the local USACE activity's leading authority and primary knowledge base on all payroll, labor and timekeeping matters.

5. This memorandum lifts the moratorium on the reclassification of Customer Service Representative positions. It also provides guidance for properly classifying CSR positions in the GS-544 series and at the GS-07 level by crediting Factor 1 at Level 1-4 (Encl 2).

6. This memorandum does not direct the reclassification of individual CSR positions. However, positions should be properly classified in accordance with OPM standards and the guidance at Enclosures 1 and 2. While CSR positions in most USACE activities will meet the GS-544-07 level, it is possible that there are situations in which either the work does not support the GS-544-07 level and/or the incumbent is not fully functioning at that level.

7. Positions that only perform CSR duties will not exceed the GS-544-07 level. However, there may be situations in which the CSR performs duties that are above and beyond the scope of duties described in the sample position description. These should be reviewed locally in accordance with OPM classification guidance.

8. The USACE points of contact for this review are Ms. Ellen Cook in CEHR at (202) 761-1698 and Mr. Rick Davis in CERM at (202) 761-1926. Please feel free to contact them if you have specific questions or need clarification on any issues addressed in this memorandum.

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