

## CLASSIFICATION GUIDANCE

### USACE Customer Service Representatives (CSR)

#### 1. References:

- a. USOPM Job Family Standard for Clerical and Technical Accounting and Budget Work, GS-0500C, July 1999.
- b. USOPM Job Family Standard for Assistance Work in the Human Resources Management Group, GS-200, December 2000.

#### 2. Background Information:

The US Army Corps of Engineers (USACE) currently has approximately 122 CSRs. These positions are located in USACE districts, labs, Field Operating Activities (FOAs), Centers, Major Subordinate Commands (MSCs), and HQUSACE. Regardless of their location, CSRs perform similar duties and responsibilities. For this reason, this guidance can be applied to CSR duties performed at any level in USACE.

Positions that perform CSR duties throughout USACE are classified in a variety of series and grades. The classification of many of these positions is based on duties other than the CSR duties. Although positions performing the CSR function are graded as high as GS-11, positions graded at the GS-08 and above are classified based on duties that were NOT part of the CSR function. **This evaluation statement refers ONLY to positions in which the CSR duties are grade controlling, the highest graded duties which are performed a minimum of 25% of the time. Positions performing CSR duties that are not the highest graded duties and performed on a regular and recurring basis should be evaluated according to the appropriate classification standard.**

These positions serve as the liaison for all employee payroll issues within a USACE activity. CSRs are the central point of expertise for information regarding the payroll system (DCPS), the labor and payroll modules of the accounting system (CEFMS), and their interface with the personnel system (MODERN). Within their organization, they provide guidance, support and training to all timekeepers, who are often located throughout a large geographic area covering many states. CSRs receive payroll information from timekeepers and prepare and transmit the information each pay period, ensuring that it is accurate and timely. They resolve hardware, software and communication problems experienced by timekeepers. They are the points of contact for employees on all questions regarding pay, leave and labor transactions. CSRs who support USACE activities require an in-depth knowledge of multiple systems and programs to perform the duties of their position, and ensure that payroll information is accurate. The systems include CEFMS, DCPS, and MODERN. The complexity of these positions is increased by the fact that information from all three systems must be accurate to ensure employees' correct payment and records, and that these systems do not always "talk" to each other. As the activity's subject matter expert and point of contact for timekeepers, CSRs must

have an in-depth knowledge of all aspects of timekeeping to post, research and correct T&A records, and provide training to timekeepers and supervisors.

Remedy is an automated system used by the DCPS payroll system which was designed to record and track all incoming DCPS problems and calls. This web-based system eliminated the CSRs' ability to receive immediate access to payroll office technicians to resolve payroll discrepancies and problems that effect employees' pay and benefits. Under this system, questions are relayed to the DCPS office via an email "ticket" with the understanding that the response will come within five working days. This system places added responsibility on the CSR to independently research problems that arise and come up with solutions, as they no longer have immediate access to the payroll office staff. The complexity of the CSR duties may vary by activity. The most complex activities may deal with a variety of pay systems and tours of duty, overseas employees and their entitlements, and other factors that increase the level of knowledge of the employee

CSR duties also require knowledge of personnel processes, rules and regulations. This position is the primary point of contact for employees' questions about pay, leave and other benefits entitlements. Employees usually contact the CSR first to resolve inaccuracies noted in their leave and earnings statements. To resolve these issues, the CSR needs to have knowledge of an extensive body of Human Resource (HR) and payroll rules, procedures and operations sufficient to understand the facts of a problem and figure out where the error is and how to fix it. They consistently use on-line HR and payroll resources to obtain information accessible over the Internet. They must be familiar with USACE, Army, DOD and Office of Personnel Management regulations and policies on a variety of issues such as pay, benefits, and leave issues. This level of knowledge, which is described in Level 1-4 of reference (b), is critical to the CSR's ability to identify errors and discrepancies and determine what caused them and how to correct them)

### 3. Series and Title Determination:

Reference (a) is a broad classification guide designed to evaluate nonsupervisory clerical and technical work concerned with supporting accounting, budget and other related financial management work in the federal service. The majority of CSRs are located in Resource Management Offices. Since the duties support a financial management program, this classification guide is appropriate for use in evaluating these positions. This guide may also be used to classify positions located in other organizations, as long as the CSR duties are performed on a regular and recurring basis.

Reference (a) is designed to classify a variety of one-grade interval positions that meet the broad definition above. Most of the positions in the Corps are currently classified in the Civilian Pay Series, GS-544. This series includes positions that involve the determination of pay, the maintenance of payroll records, and the completion of related reports pertaining to civilian employees of the federal government, and/or with the establishment, maintenance, review and disposition of time and leave records. The works requires (1) substantial knowledge of civilian pay and/or leave rules and (2) knowledge of those civilian personnel rules and regulations that

effect pay, benefits and leave. Employees answer requests from and provide advice to employees, supervisors, financial management specialists and personnel specialists on rules, regulations and procedures relating to pay.

The GS-544 series best describes the work of CSRs. Positions classified in this series at the GS-05 and above are titled Civilian Pay Technician. These positions are commonly referred to in USACE as Customer Service Representatives. This title can be used as an organizational title.

4. Grade Determination: This position is evaluated using the Job Family Standard for Clerical and Technical Accounting and Budget Work, GS-0500C.

5. **Final Classification: Civilian Pay Technician, GS-544-07.**