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UNITED STATES AIR FORCE

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OCCUPATIONAL SURVEY REPORT



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ADMINISTRATION AND STENOGRAPHIC
 CAREER LADDERS,
 AFS 702X0/A/B/C AND 702X1 .

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OCCUPATIONAL ANALYSIS PROGRAM
 USAF OCCUPATIONAL MEASUREMENT CENTER
 AIR TRAINING COMMAND
 RANDOLPH AFB, TEXAS 78148

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PREFACE

This report presents the results of a detailed Air Force Occupational Survey of the Administration (AFS 702X0) and Stenographic (AFS 702X1) career ladders. The project was undertaken at the request of HQ ATC and the Air Force Manpower and Personnel Center (AFMPC) and was directed by the USAF Program Technical Training, Volume II. Authority for conducting occupational surveys is contained in AFR 35-2. Computer outputs from which the report was produced are available for use by operating and training officials. → 702-233

CMSgt Theodore R. Wilcox, Inventory Development Specialist, developed the survey instrument. Mr. J. S. Tartell and Mr. James B. Keeth analyzed the data and wrote the final report. This report has been reviewed and approved by Lieutenant Colonel Jimmy L. Mitchell, Chief, Airman Career Ladders Analysis Section, Occupational Survey Branch, USAF Occupational Measurement Center, Randolph AFB, Texas 78148.

Computer programs for analyzing the occupational data were designed by Dr. Raymond E. Christal, Manpower and Personnel Division, Air Force Human Resources Laboratory (AFHRL), and were written by the Computer Programming Branch, Technical Services Division, AFHRL.

Copies of this report are available to air staff sections, major commands, and other interested training and management personnel upon request to the USAF Occupational Measurement Center, attention to the Chief, Occupational Survey Branch (OMY), Randolph AFB, Texas, 78148.

This report has been reviewed and is approved.

BILLY C. McMASTER, Col, USAF
Commander
USAF Occupational Measurement
Center

WALTER E. DRISKILL, Ph.D.
Chief, Occupational Survey Branch
USAF Occupational Measurement
Center

SUMMARY OF RESULTS

1. Survey Coverage: Inventory booklets were administered to Administration and Stenographic incumbents during the summer of 1979. Responses were received from 4,568 Administration incumbents (17 percent) and 34 Stenographic incumbents (79 percent). While minor sampling problems did exist in the Stenographic sample due to its small size, the overall sample was of sufficient size and representiveness to present a comprehensive picture of the two specialties.
2. Specialty Structure: The overall job structure of these two ladders was found to be extremely diverse, with 24 major job groups being identified. Jobs identified varied greatly, ranging from routine jobs, such as clerk typist, receptionist, keypunch operator, and word processing specialists, to forms and publications distribution and maintenance to more specialized jobs, such as mailroom and postal functions, protocol, courier, base suggestion program monitors, and orderly room operations. Stenographic personnel did not group together as a defined job group but were scattered across many different job groups.
3. Shredout Comparisons: The separation of the Administration career ladder into three shreds has produced a more orderly job structure than was found prior to 1977. However, some overlap was still found across shreds. Several functions, primarily in the areas of publications and forms distribution, special orders, and documentation storage, were being handled by fairly high percentages of both A- and B-shred personnel. In addition, B-shred personnel tended to overlap somewhat with functions handled predominately by A- or C-shredout personnel.
4. Career Ladder Documents: Both the AFR 39-1 Specialty Descriptions and the new tentative STSs for the A- and B-shredouts were found to be excellent descriptions of the job functions performed by personnel in each of the shredouts. Only minor modifications were suggested. Current training documents for each of the shreds were well supported by the survey data.
5. Job Satisfaction: Despite the diversity of jobs within the career ladder, the majority of personnel across all shreds found their jobs interesting and appeared to be reasonably satisfied with the sense of accomplishment gained from work performed. There are some small, limited jobs, however, where morale may be a problem.
6. Physical Exertion: A majority of Administration personnel were not involved in substantial lifting activities. Only 30 percent of 702X0A incumbents reported lifting mailbags and other containers, which was the highest degree of lifting found for any of the three shreds.
7. Implications: While the Administration career ladder was found to encompass a diverse number of jobs, considerable progress has been made in delineation of job responsibilities within the career ladder. The creation of three shreds in 1977 has given better structure within the ladder, although there still remains some overlap of functions across shreds. While possible classification actions are discussed in this report, it may be realistic to wait a few years before taking any action in order to allow the three-shredout configuration to further stabilize.

OCCUPATIONAL SURVEY REPORT
ADMINISTRATION AND STENOGRAPHIC CAREER LADDERS
(AFSCs 702X0/A/B/C AND 702X1)

INTRODUCTION

This is a report of an occupational survey of the Administration (AFS 702X0) and Stenographic (AFS 702X1) career ladders completed by the USAF Occupational Measurement Center in March 1980. While a previous survey of the Administration career ladder was published in July 1972, this is the initial occupational survey of the Stenographic career ladder.

Background-AFS 702X0

As outlined in the 1977 AFR 39-1 Specialty Descriptions, Administration Specialists are primarily responsible for the "application, management, and control of programs, policies, methods, and procedures concerning publications, forms, office systems, documentation, and administrative communications, unit mail, personnel administration, training, legal assistance," as well as providing "receptionist, referral, coordination, and office management services."

Historically, the Administration career ladder has always encompassed a broad area of job functions having a wide variety of responsibilities. Since its inception in 1951, there have been a number of major and minor classification changes aimed at better managing and controlling the career ladder resources. From 1951 to 1956, 70230 and 70250 personnel were called Clerks. This title was changed several times over the years - to Administrative Clerks in 1956, Administrative Specialists in 1961, and finally to its present title of Administration Specialists in 1970. In 1968, Postal functions were merged into the ladder. At various times in the early years of its existence, various shreds were utilized, notably an "A" shredout for Publications, Documentation, and Administrative Communications Management functions from 1970-73.

The last major classification change occurred in 1977 when the career ladder was transitioned to the present three-shredout configuration:

- 702X0A - Administration Management
- 702X0B - Staff Support Administration
- 702X0C - Unit/Orderly Room Administration

This change was based partially on the results of the 1972 occupational survey of the ladder and had been extensively staffed by the Air Staff DA and AFMPC Classification personnel. At the same time, Postal functions, which were added to the ladder in 1968, were transferred to SDI 99604, and flight records functions were transferred to the Operations Systems Management (AFS 271X2) career ladder. In April of 1978, housing and billeting tasks being performed by 702X0B personnel were transferred to the Services career ladder (AFS 611X0).

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Members of the Administration career ladder attend a basic technical training course at Keesler AFB MS. All shreds are Category A skills requiring training of virtually all personnel entering the career ladder. The length of training for each shred is approximately six weeks. Each shred course is organized and operated separately from each other. Airmen attending all three shredout courses must meet a typing requirement of 25 GWPM before graduation. In addition to meeting this requirement, airmen attending the A-shredout course receive instruction on publications management; publications and forms distribution; documentation and administrative orders; and locator, distribution, and administrative communications management. Airmen attending the B-shredout course receive instruction on publications and forms management, distribution, and documentation; the preparation of awards, decorations, APRs and OERs, administrative orders, and modern office systems; and the preparation of standard publications and administrative communications. C-shredout personnel receive instruction on reproduction and duplicating services, unit mail room, forms management, unit personnel management roster (UPMR), personnel actions, airmen assignments, the airman retraining program, reassignment actions, casualty reporting, selective reenlistment program, IG complaints, and unit administrative actions, such as disciplinary actions, discharges, leave, meal cards, duty rosters, locator files, medical and dental rosters, and reliability programs.

Background-AFS 702X1

Stenographic specialists are responsible for taking and transcribing dictation, composing and preparing administrative communications, and maintaining files. Unlike the 702X0 ladder, the Stenographic ladder has remained fairly stable over the years. The only major classification changes that have occurred involved AFSC designation changes from 702X1 to 702X2 in March 1954, to 704X0 in December 1957, and to its present 702X1 designation in April 1977.

In recent years, the number of personnel assigned to the Stenographic career ladder has dwindled to the point where only 92 authorizations remain Air Force wide, with only 43 of these 92 authorizations currently being filled. As a result of the low number of authorizations and some overlap in tasks with the Administration career ladder, classification officials at AFMPC plan to transfer stenographic personnel into the 702X0 ladder effective 30 April 1980.

Since 1976, the Air Force has not had a training resource for the Stenographic career ladder. Prior to that time, Air Force personnel were utilizing the Army stenographic school at Ft. Benjamin Harrison IN.

Objectives

The current study of the Administration career ladder was requested by HQ ATC/TTQ for the purpose of examining the effectiveness of the three-shredout configuration on personnel utilization and overall management of career ladder resources. A survey of both the Administration and Stenographic career ladders was requested by the classification branch at AFMPC (MPCRQ) in order to examine task overlap between the two ladders.

In addition, classification managers were interested in looking at specific issues related to administration personnel, such as lifting requirements, rotation of A-shredout personnel, and job attitudes within the shredouts.

SURVEY METHODOLOGY

Inventory Development

The data collection instrument for this occupational survey was USAF Job Inventory AFPT 90-702-389. As a starting point, the tasks listed in the 1972 Administration inventory were reviewed for currency. Pertinent career ladder publications and directives were then reviewed for additional administration tasks and for constructing an initial list of stenographic tasks. From this process, new tentative task lists were developed. Both task lists were then carefully reviewed by 47 subject matter specialists at Keesler, Randolph, Lackland, Bergstrom, Dyess, and Wright-Patterson Air Force Bases and the Pentagon for completeness and accuracy. Once both task lists were determined to be valid and complete, they were combined into a single task list containing 548 tasks grouped under 18 duty headings.

Survey Administration

During the period June through August 1979, consolidated base personnel offices in operational units worldwide administered the inventory to job incumbents holding a DAFSC of 702X0, 702X1, 70299, or a CEM Code of 70200. These job incumbents were selected from AFMPC personnel data tapes available through the Air Force Human Resources Laboratory (AFHRL).

Each individual who completed a job inventory first completed an identification and biographical information section and then checked each task performed in his or her current job. After checking all tasks performed, each member then rated each of these tasks on a nine-point scale showing relative time spent on that task as compared to all other tasks checked. The ratings ranged from one (very small amount time spent) through five (about average time spent) to nine (very large amount time spent).

To determine relative time spent for each task checked by a respondent, an incumbent's ratings are assumed to account for 100 percent of his or her time spent on the job and are summed. Each task is then divided by the total task ratings and multiplied by 100. This procedure provides a basis for comparing tasks in terms of both percent members performing and average percent time spent.

Task Factor Administration

In addition to completing a job inventory, selected senior personnel from each specialty (702X0, 702X1) were also asked to complete a second booklet for either task difficulty or training emphasis. The task difficulty and training emphasis rating booklets are processed separately from the job inventories. These ratings are used in a number of different analyses discussed in more detail within the report.

Task Difficulty. Each individual completing a task difficulty booklet was asked to rate all of the tasks on a nine-point scale from extremely low to extremely high as to the relative difficulty of that task. Difficulty was defined as the length of time it requires an average member to learn to do that task. Task difficulty data were independently solicited from experienced 7- or 9-skill level personnel stationed worldwide in each specialty. The interrater reliability (as assessed through components of variance of standard group means) for the 84 raters who returned task difficulty booklets was .96, which reflects very high agreement. Ratings were adjusted so that tasks of average difficulty have ratings of 5.00. The resulting data is essentially a rank ordering of tasks indicating a degree of difficulty for each task in the inventory.

Job Difficulty. After computing the task difficulty index for each task item, it was then possible to compute a Job Difficulty Index (JDI) for the job groups identified in the survey analysis. This index provides a relative measure of which jobs, when compared to other jobs identified, are more or less difficult. An equation using the number of tasks performed and the average difficulty per unit time spent as variables is the basis for the JDI index. The index ranges from one for very easy jobs to 25 for very difficult jobs. The indices are adjusted so that the average job difficulty index is 13.00. Thus, the more time a group spends on difficult tasks and the more tasks they perform, the higher will be their job difficulty index.

Training Emphasis. Senior NCOs completing training emphasis booklets were asked to rate all of the tasks on a ten-point scale from no training required to extremely heavy training. Training emphasis is a rating of tasks indicating where emphasis should be placed on structured training for first term personnel. Structured training is defined as training provided by resident technical schools, Field Training Detachments (FTD), Mobile Training Teams (MTT), formal OJT, or any other organized training method. Training emphasis data were independently solicited from experienced 7- or 9-skill level personnel stationed worldwide in each specialty. The interrater reliability for these raters was high (.90 for the 702X0A, 702X0B, and 702X0C AFSCs), indicating that there was good agreement among raters as to which tasks required some form of structured training and which did not. Tasks rated by the 34 raters in the Administration Management shred (702X0A) had an average training emphasis rating of 1.9 and standard deviation of 2.9. Tasks rated by the 48 Staff Support Administration raters (702X0B) had an average training emphasis rating of 1.4 and a standard deviation of 2.6. The 43 Unit/Orderly Room Administration (702X0C) raters provided an average training emphasis rating of 1.1 and a standard deviation of 2.4. The somewhat low means (average ratings) and larger standard deviations indicate a wide variance in ratings by all respondents.

When used in conjunction with other factors, such as percent members performing, the task difficulty and training emphasis ratings can provide insights into training requirements. This may help validate the lengthening or shortening of specific units of instruction in various training programs.

Survey Sample

Personnel are selected to participate in an occupational survey so as to ensure a balanced representation across all MAJCOM and paygrade groups. In this study, in view of the large number of incumbents assigned to the Administration career ladder (approximately 26,000), it was necessary to sample a smaller number. Thus, a stratified random sample of approximately 20 percent of 702X0 incumbents were selected to complete a job inventory booklet. Since the number of 702X1 personnel totalled only about 43 people, 100 percent of these members were asked to complete a booklet. Additionally, 70299 and CEM Code 70200 personnel were sampled to gain an insight into the high level supervision and senior enlisted management of the career ladders.

Table 1 displays the distribution of the survey sample by major command. Table 1 indicates that the 702X0 A-, B-, and C-shred subsamples were generally representative with only minor deviations between the percentages assigned and the percentages comprising the survey sample. On the other hand, Table 1 indicates the 702X1 survey sample was not as complete as might be desired. The absence of stenographic personnel from PACAF and some other agencies detracts from the overall representativeness of the 702X1 sample. While the 702X1 sample is not entirely complete, it is large enough to permit analysis of the collected 702X1 survey data.

Table 2 displays the distribution of the survey sample by paygrade groups. The data in Table 2 pertaining to 702X0 personnel reflect a slight underrepresentation at the airman (E1-E3) level and modest overrepresentation of sergeants (E4). Other grades appear to be well sampled. Overall, the 702X0 sample is sufficiently representative to provide an accurate picture of jobs in the specialty. Table 2 also indicates the 702X1 paygrade distribution of the survey sample is a generally accurate representation of the 702X1 population. However, minor sampling deviations do exist in 702X1 paygrades E4 and E6.

In summary, while minor sampling problems do exist in specific areas, the present survey sample is of sufficient size and accuracy to present a comprehensive picture of the two specialties.

TABLE 1

MALCOM DISTRIBUTION OF SURVEY SAMPLE

| COMMAND | 702X0A | | 702X0B | | 702X0C | | 702X0 | | 702X1 | |
|---------|---------------------|-------------------|---------------------|-------------------|---------------------|-------------------|---------------------|-------------------|---------------------|-------------------|
| | PERCENT OF ASSIGNED | PERCENT OF SAMPLE | PERCENT OF ASSIGNED | PERCENT OF SAMPLE | PERCENT OF ASSIGNED | PERCENT OF SAMPLE | PERCENT OF ASSIGNED | PERCENT OF SAMPLE | PERCENT OF ASSIGNED | PERCENT OF SAMPLE |
| SAC | 19 | 23 | 21 | 22 | 18 | 21 | 20 | 21 | 6 | 6 |
| TAC | 12 | 13 | 15 | 18 | 18 | 19 | 15 | 17 | 7 | 9 |
| MAC | 13 | 13 | 10 | 11 | 13 | 15 | 11 | 12 | - | - |
| ATC | 17 | 13 | 13 | 10 | 14 | 9 | 14 | 11 | - | - |
| USAFE | 11 | 7 | 9 | 8 | 11 | 9 | 9 | 8 | 21 | 29 |
| AFCS | 2 | 5 | 6 | 6 | 8 | 7 | 6 | 6 | 0 | 3 |
| AFSC | 6 | 6 | 5 | 6 | 3 | 7 | 5 | 6 | 6 | 9 |
| PACAF | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 4 | 9 | - |
| ADC | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | - | 3 |
| HQ USAF | * | 2 | 1 | 2 | * | - | * | 2 | - | 9 |
| AAC | 2 | 2 | 1 | 2 | * | 2 | 1 | 2 | 8 | 9 |
| USAFSS | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | - | - |
| AFLC | 1 | * | 1 | 1 | 2 | 2 | 1 | 1 | 6 | 6 |
| USAFA | 1 | 1 | * | * | * | * | * | * | - | - |
| OTHER | 4 | 3 | * | 3 | 1 | 3 | 7 | 3 | 37 | 17 |

* LESS THAN ONE PERCENT
 - NO RESPONSE

TABLE 2
GRADE DISTRIBUTION OF SURVEY SAMPLES

| GRADE | 702X0A | | 702X0B | | 702X0C | | 702X1 | |
|-------------------------|---------------------|-------------------|---------------------|-------------------|---------------------|-------------------|---------------------|-------------------|
| | PERCENT OF ASSIGNED | PERCENT OF SAMPLE | PERCENT OF ASSIGNED | PERCENT OF SAMPLE | PERCENT OF ASSIGNED | PERCENT OF SAMPLE | PERCENT OF ASSIGNED | PERCENT OF SAMPLE |
| AIRMAN (E1 - E3) | 48 | 33 | 41 | 31 | 44 | 30 | 5 | 6 |
| SERGEANT (E4) | 13 | 22 | 14 | 22 | 15 | 25 | 29 | 18 |
| STAFF SERGEANT (E5) | 22 | 26 | 26 | 26 | 26 | 25 | 32 | 27 |
| TECHNICAL SERGEANT (E6) | 11 | 11 | 13 | 13 | 12 | 12 | 18 | 29 |
| MASTER SERGEANT (E7) | 6 | 6 | 6 | 7 | 3 | 7 | 16 | 18 |
| NOT REPORTED | - | 2 | - | 1 | - | 1 | - | 2 |

* PAYGRADES E8 AND E9 NOT DISPLAYED DUE TO INCOMPLETE DATA

TOTAL 702X0 ASSIGNED - 26,194
 TOTAL 702X0 SAMPLED - 4,568
 PERCENT SAMPLED - 17%

TOTAL 702X1 ASSIGNED - 43
 TOTAL 702X1 SAMPLED - 30
 PERCENT SAMPLED - 70%

JOB STRUCTURE ANALYSIS

The structure of jobs within the Administration and Stenographic career ladders was examined on the basis of similarity of tasks performed and the percent of time ratings provided by job incumbents, independent of specialty or other background factors.

For the purpose of organizing individual jobs into similar units of work, an automated job clustering program was used. This hierarchical grouping program is a basic part of the Comprehensive Occupational Data Analysis Program (COLAP) system for job analysis. Each individual job description in the sample was compared to every other job description in terms of tasks performed and the relative amount of time spent on each task in the job inventory. The automated system is designed to locate the two job descriptions with the most similar tasks and percent time ratings and combine them to form a composite job description. In successive stages, new members were added to initial groups or new groups were formed based on the similarity of tasks and percent of time ratings in each individual job description. This procedure was continued until all individuals and groups were combined to form a single composite representing the total sample. The resulting analysis of the variety of groups of jobs served to identify: (1) the number and characteristics of the different jobs which exist within the career ladders; (2) the tasks which tend to be performed together by the same respondents; and (3) the breadth or narrowness of the jobs which exist within and across the Administration and Stenographic career ladders.

For the Administration and Stenographic career ladders survey, 4,602 individual job descriptions were analyzed. As expected, the job structure analysis identified a large number of job groups covering a wide variety of functions. As illustrated by Figure 1, the various jobs identified grouped into a series of functions as listed below:

- I. ORDERLY ROOM OPERATIONS PERSONNEL (GRP168)
 - a. Orderly Room Clerks (GRP302)
 - b. Orderly Room Administrative Clerks (GRP294)
 - c. Orderly Room NCOICs (GRP359)

- II. DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT PERSONNEL (GRP183)
 - a. Functional Unit Administrative Clerks (GRP714)
 - b. Publications Clerks (GRP1206)
 - c. Documentation and Publications Clerks (GRP1135)
 - d. Documentation Administrative Specialists (GRP556)
 - e. Administrative Support Clerks (GRP500)
 - f. Office Clerks (GRP449)
 - g. Publications Library Specialists (GRP426)
 - h. Administrative Communications Distribution Clerks (GRP250)

- III. FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs (GRP568)
 - a. Functional Unit Administration Section NCOICs (GRP837)
 - b. Unit Orderly Room NCOICs (GRP1504)
 - c. Administrative Supervisors (GRP1511)
 - d. Executive Support Administrative NCOICs (GRP1185)
 - e. NCOICs, Technical Administration (GRP985)
- IV. MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS (GRP662)
- V. NCOICs, OPERATIONS AND PLANS ADMINISTRATION (GRP719)
- VI. DOCUMENTATION STORAGE CLERKS (GRP572)
- VII. ADMINISTRATIVE COMMUNICATIONS PERSONNEL (GRP338)
 - a. Base Level Administrative Communications NCOICs (GRP464)
 - b. Headquarters Administrative Communications Clerks (GRP541)
- VIII. ADMINISTRATION MANAGERS (GRP330)
 - a. Chiefs, Central Base Administration (GRP398)
 - b. Command Level NCOICs (GRP440)
- IX. ADMINISTRATIVE SUPPLY SPECIALISTS (GRP291)
- X. PUBLICATIONS PERSONNEL (GRP154)
 - a. NCOICs, Publications Distribution Office (GRP696)
 - b. Publications and Forms Clerks (GRP718)
 - c. Wing Distribution and Publications Clerks (GRP1030)
 - d. Customer Account Representatives (GRP520)
 - e. Publications Distribution Specialists (GRP1459)
 - f. Publications Management Personnel (GRP226)
- XI. PROTOCOL SPECIALISTS (GRP104)
- XII. BASE DOCUMENT MANAGERS (GRP107)
- XIII. CLASSIFIED MATERIALS CLERKS (GRP080)
- XIV. ADMINISTRATION SECTION SUPERVISORS (GRP084)
- XV. SPECIAL ORDERS CLERKS (GRP072)
- XVI. CLERK TYPISTS (GRP108)
- XVII. BASE SUGGESTION PROGRAM MONITORS (GRP550)
- XVIII. RECEPTIONISTS (GRP067)

- XIX. FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL (GRP028)
 - a. Forms Distribution Clerks (GRP135)
 - b. Publications Distribution Clerks (GRP096)
 - c. Technical Orders Clerks (GRP128)

- XX. MAIL DISTRIBUTION PERSONNEL (GRP057)
 - a. Unit Mail Room Distribution Clerks (GRP405)
 - b. NCOICs, Base Information Transfer Center (BITC) (GRP453)
 - c. BITC Distribution Clerks (GRP268)

- XXI. POSTAL PERSONNEL (GRP284)
 - a. Unit Mail Clerks (GRP315)
 - b. Postal Service Center Clerks (GRP313)

- XXII. COURIER ASSISTANTS (GRP019)

- XXIII. KEYPUNCH OPERATORS (GRP049)

- XXIV. WORD PROCESSING SPECIALISTS (GRP956)

Overview

This analysis of the Administration and Stenographic career ladders clearly reflects a heterogeneous and diverse area. In all, 24 major job groups are identified, with nine of these groups being further divided into 34 subgroups or job types. Jobs performed by Administration and Stenographic personnel vary greatly, ranging from the more routine jobs of clerk typist, keypunch operator, receptionist, and word processing specialist to forms and publications distribution and maintenance to more specialized jobs, such as mailroom and postal functions, protocol, courier functions, base suggestion program monitors, and orderly room operations. In light of this highly diverse nature, it would be expected that task overlap across the many job groups would be slight. This is not the case here. Unlike other diverse career ladders (such as Services where commissary, mortuary affairs, billeting, etc. are very distinct and nonoverlapping), task commonality is rather widespread. Regardless of job function performed, most incumbents will:

- answer telephones
- greet visitors
- type administrative communications
- operate office copy machine
- maintain suspense files
- prepare requests for reproduction or duplicating services

Thus, each job function identified in this analysis tends to reflect some degree of these common tasks as well as some tasks characteristic of that function.

An interesting conclusion of this job structure analysis was the absence of any defined Stenographic job group. Rather than grouping together, Stenographic personnel were scattered across many different job groups, noticeably the Protocol, Word Processing, and Receptionist groups. This finding tends to support the action by classification personnel to combine these members into the Administration ladder (AFR 39-1 change effective 30 April 1980).

Discussion of Administrative Job Groups

A brief discussion of the major groups identified within the Administration and Stenographic career ladders is presented below. Appendix A presents more detailed task information on each major group and the various job types within that group. Tables 3 and 4 present selected background and job satisfaction information for the major clusters.

I. ORDERLY ROOM OPERATIONS PERSONNEL (GRP168). These 619 respondents were primarily involved with various administrative functions associated with unit orderly rooms. Approximately 80 percent held DAFSC 702X0C, with the remainder holding a 702X0B designation. The types of tasks performed by these respondents included:

- maintain unit leave control log forms (AF Form 1486)
- maintain meal card control logs
- issue meal cards
- notify personnel of appointments, details, or training
- maintain locator card files
- annotate personnel data rosters
- type rough drafts and final copies of administrative communications using manual or electric typewriters
- maintain suspense files

Three smaller groups were identified within this cluster. Two of the groups were comprised of respondents who called themselves clerk typists or unit orderly room specialists and performed such tasks as mentioned above. The primary differences between these two groups were related to scope of the job. Orderly Room Clerks handled primarily leave forms, meal cards, locator files, appointments, and weight checks. Averaging only 31 tasks performed, they had a much narrower job than the second group. Orderly Room Administrative Clerks, on the other hand, had a much broader job. While they also handled leaves, meal cards, appointments, etc., they were responsible for other administrative areas, such as documentation, publications, and filing. The third group, Orderly Room NCOICs, spent most of their time supervising orderly room personnel and conducting on-the-job training. Common tasks performed included: determining work priorities, supervising 3- and 5-skill level personnel, counseling personnel, initiating personnel action requests, and conducting OJT.

II. DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT PERSONNEL (GRP183). These 880 respondents were primarily staff support administration specialists (702X0B) who worked in functional area administration sections. Approximately 90 percent of these members held the

702X0B DAFSC. Functional areas worked in included aircraft training, vehicle maintenance, safety, munitions maintenance, pavements, recreation center, base social actions, supply, food service, logistics, and services.

While the basic job of these respondents involved typing and routine administrative support, their common areas of responsibility involved publications and forms management, publications and forms distribution, and documentation management. All respondents performed common administrative tasks such as:

- type rough drafts or final copies of administrative communications using manual or electric typewriters
- operate office copy machines
- edit handwritten or rough drafts of administrative communications, such as for grammar or spelling
- maintain suspense files
- prepare requests for reproduction or duplicating services
- maintain office supply stock levels
- review outgoing administrative communications, such as for format, content, or grammar

Within the cluster, eight subgroups were identified, all of which were performing the same basic job. However, there was some differentiation in job emphasis. For example, Functional Unit Administrative Clerks spent their time typing administrative communications, sorting and filing documentation, and setting up publications requirements. Publications Clerks, on the other hand, spent more of their time establishing publication requirements and processing requisitions to the Publications Distribution Office (PDO). Documentation and Publications Clerks concentrated more heavily on documenting, filing, and publications maintenance, including establishing publications libraries. Documentation Administrative Specialists were more into filing documentation and typing administrative communications than maintaining or distributing forms and publications. Administrative Support Clerks also dealt with publications, filing documentation, and typing administrative communications, but also were responsible for picking up mail from post offices, preparing periodic office copy machine usage reports, delivering mail to post offices, and opening registered pouches. Office Clerks primarily typed but were also involved to a lesser degree with publications and documentation. Publications Library Specialists primarily established publications libraries, reviewed publications requirements, and processed publications requisitions to PDOs. Finally, Administrative Communications Distribution Clerks were involved more with messages, sorting communications other than in the Base Information Transfer Center, delivering administrative communications, assigning accountable container numbers, packing mail, and picking up outgoing administrative communications.

III. FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs (GRP568). These respondents are primarily first-line supervisors of functional area administrative sections. The large majority hold a 702X0B DAFSC although one subgroup was composed of orderly room NCOICs. While many call themselves NCOICs, most of their job time is spent on administrative tasks such as:

- typing administrative communications
- filing documentation
- reviewing publications bulletins
- distributing publications
- preparing requests for reproduction or duplicating services

Supervisory tasks performed include preparing APRs, initiating personnel action requests, and scheduling leaves or passes.

Five subgroups were identified within this rather large cluster. Most of these five subgroups performed basically the same type of staff support administration job. However, two subgroups were notable in terms of their uniqueness. Unit Orderly Room NCOICs obviously were 702X0C NCOICs assigned to orderly rooms. These incumbents emphasized supervisory tasks rather than administrative tasks. They were more involved with determining work priorities, planning work assignments, and interpreting policies, directives, or procedures for subordinates, than they were with routine administrative tasks. However, they did type administrative communications, maintain unit leave control log forms (AF Form 1486), and pick up personnel data from CBPOs, such as rosters or records. Executive Support Administrative NCOICs were predominately assigned to wing level, group level, or HQ MAJCOM level administration sections. Distinctive tasks performed by this group included the handling and destruction of classified materials.

IV. MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS (GRP632). These incumbents are similar to the Executive Support Administrative NCOICs discussed above in that they are mostly assigned to MAJCOMs. However, this group of 261 incumbents do not supervise. Much of their work involves the handling of classified materials. Other administrative tasks include routine typing of administrative communications and filing documentation.

V. NCOICs, OPERATIONS AND PLANS ADMINISTRATION (GRP719). These members were primarily assigned to Operations and Plans sections and dealt very heavily with administrative security. Common tasks included:

- plan, implement, and evaluate security programs
- maintain security inspection logs
- compose publications manuscript or changes
- review classified administrative communications
- prepare access rosters of personnel cleared to work with classified materials
- perform classified material preparation procedures, such as indicating classification authorities

Routine administrative and documentation tasks were not performed to any great extent.

VI. DOCUMENTATION STORAGE CLERKS (GRP572). This small group of 11 members was composed of both A-shred (36 percent) and B-shred (55 percent) incumbents. Most of their job time was spent on documentation tasks such as:

- measure volume of documentation files
- destroy noncurrent documentation
- perform office file system surveys
- segregate active from inactive documentation materials
- transfer eligible documentation
- package noncurrent documentation for shipment
- identify series of records being retired at documentation staging areas
- place records in staging area storage locations

VII. ADMINISTRATIVE COMMUNICATIONS PERSONNEL (GRP338). These personnel spent the major portion of their job handling administrative communications. Tasks included:

- review outgoing communications for format, content, or grammar
- edit handwritten or rough draft for grammar or spelling
- compose drafts of administrative communications
- coordinate administrative communication suspenses with action offices
- type rough drafts or final copies

VIII. ADMINISTRATION MANAGERS (GRP330). These respondents are the primary managers of the administration function. Many called themselves Chiefs of Base Administration. Their job was primarily managerial or supervisory in nature, with very few technical tasks performed. Representative tasks include:

- determine work priorities
- interpret policies, directives, or procedures for subordinates
- analyze workload requirements
- prepare or indorse APRs
- establish organizational policies, office instructions (OI), or standard operating procedures (SOP)
- evaluate maintenance or use of work space, equipment, or supplies
- establish performance standards for subordinates
- evaluate and draft budget or financial requirements

IX. ADMINISTRATIVE SUPPLY SPECIALISTS (GRP291). This small group of 16 respondents were primarily B-shred incumbents who were involved with supply functions. Common tasks include:

- maintain office supply stock levels
- inventory equipment, tools, or supplies
- prepare periodic office copy machine usage reports
- determine requirements for space, personnel, equipment, or supplies
- direct utilization of equipment
- authorize toll or collect telephone calls
- evaluate maintenance or use of work space, equipment, or supplies
- draft budget or financial requirements

X. PUBLICATIONS PERSONNEL (GRP154). These 205 respondents were primarily involved with obtaining publications and forms for use at unit locations. These members ranged from NCOICs at Publications Distribution Offices (PDOs) to Customer Account Representatives (CARs) at the unit level to Publications Management personnel. Both A-shred (40 percent) and B-shred (49 percent) respondents were found within the cluster, as well as C-shred respondents (nine percent).

Six subgroups were identified within the cluster. NCOICs, PDO issued nonaccountable forms to CARs, processed blank form requisitions to Publication Distribution Centers (PDCs), processed publications requisitions at PDO level, established publications requirements to PDCs or higher headquarters, and conducted orientation briefings of newly appointed CARs or their alternates. Publications and Forms Clerks were primarily involved with requisitioning both publications and forms. They processed both forms and publications requisitions to PDO, distributed publications, posted CAR or subaccount representatives (SAR) publications requirements, and performed annual or special reviews of publications. Wing Distribution and Publications Clerks were primarily assigned at wing level and were located generally in publications libraries. They processed publications requisitions to PDOs, established publications libraries, and explained use of publications libraries to patrons. They also were involved with mail distribution, in that they consolidated mail shipments, applied postage to containers, and determined the most advantageous mailing or parcel services. Customer Account Representatives reviewed and posted publications bulletins, distributed publications, reviewed publications requirements, posted CAR publications requirements, established publications requirements to PDO or CAR levels, and processed publications requisitions to PDO. Publications Distribution Specialists were primarily located at the PDO. They established publications requirements to PDC or higher headquarters, packaged publications for shipment, stocked publications, prepared and maintained publications distribution records, established stock list requirements, disposed of excess stock of publications, and processed publications requisitions at PDO level. And finally, Publications Management Personnel edited and reviewed proposed standard publication drafts, coordinated standard publication revisions with OPRs, advised OPRs on procedures for establishing standard publications, composed publications manuscripts or changes, and coordinated publications manuscript contents with interested parties.

XI. PROTOCOL SPECIALISTS (GRP104). These 43 respondents, located in various command sections, handle the various aspects of protocol or escort functions. The majority of the incumbents (77 percent) hold a B-shred designation. Tasks performed by these members include:

- mailing guest invitations
- acknowledging appreciation of functions or invitations
- developing proposed guest lists
- making billeting arrangements
- making travel arrangements
- maintaining guest lists
- notifying hosts of acceptance or regrets
- developing dinner seating and table charts

XII. BASE DOCUMENT MANAGERS (GRP107). This group of 43 incumbents all work within the documentation management function. The majority of the group's members (81 percent) are A-shred administration management incumbents. Most respondents list their job titles as either Base Documentation Specialists or NCOIC, Base Documentation. A large segment of their job involves the Freedom of Information Act (FOIA). Tasks in this area include:

- advise requesters of FOIA determinations
- coordinate FOIA requests with Staff Judge Advocate and other agencies
- determine FOIA requester costs and total request costs
- determine routing of FOIA files
- establish and maintain FOIA case files
- maintain logs of requests for information under FOIA
- brief OPRs on procedures for making FOIA determinations
- prepare FOIA tri-annual and annual reports,

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A second aspect of their job involves staging areas. Common tasks performed in this regard include:

- determine records staging area storage locations
- develop proposals for establishment of document storage and retrieval (DS&R) systems
- identify series of records being retired at documentation staging areas
- place records in staging area storage locations

A third area which these personnel are involved in is engineering data services. Tasks in this area include:

- maintain engineering data services files
- issue engineering drawings on weapons systems
- prepare requisitions on weapons systems engineering drawings

Other tasks characteristic of this group include:

- evaluate filing equipment requisitions
- evaluate requests for microform equipment
- conduct documentation management orientation programs

XIII. CLASSIFIED MATERIALS CLERKS (GRP080). The 189 classified materials clerks account for four percent of the total sample. Eighty-six percent hold B-shred designations. While many of the group's tasks are similar to the tasks performed by publications and forms maintenance personnel, the main emphasis of their job concentrated on classified materials. Tasks performed by the group include:

- destroy classified materials or waste
- certify destruction of classified materials
- route secret, confidential, or top secret materials within local activities
- prepare receipts for classified materials
- package classified materials

XIV. ADMINISTRATION SECTION SUPERVISORS (GRP084). This group of 76 incumbents, located at a wide variety of Air Force bases, are primarily NCOICs of functional area administration functions. A majority of the group (60 percent) hold a B-shred designation. Unlike other Administration Section NCOICs, these incumbents perform a strictly supervisory job. Tasks performed by the group include the following:

- supervise 3- and 5-skill level staff support administration personnel
- prepare APRs
- determine work priorities
- conduct OJT
- plan work assignments
- counsel personnel on personal or military related problems

XV. SPECIAL ORDERS CLERKS (GRP072). These 37 respondents perform tasks pertaining to the preparation or processing of administrative orders. Sixty-eight percent of the group are in their first enlistment, with 59 percent holding an A-shred designation and 38 percent holding a B-shred designation. Common tasks performed by the group include:

- maintain administrative order record sets
- answer administrative order inquiries
- review administrative orders prior to authentication
- compose administrative orders
- prepare requests for reproduction or duplicating services

XVI. CLERK TYPISTS (GRP108). The 420 incumbents in the clerk typist job group comprise nine percent of the survey sample. Eighty-six percent of the group hold B-shred designations. The only common factor among the incumbents is the large amount of job time spent performing typing tasks. Members of the group generally perform few tasks, including:

- typing administrative communications in final form using manual or electric typewriters
- typing rough drafts of administrative communications using manual or electric typewriters
- typing blank forms
- preparing requests for reproduction or duplicating services

Members are generally less satisfied with their jobs and report a lower perceived utilization of talents and training than members of other groups.

XVII. BASE SUGGESTION PROGRAM MONITORS (GRP550). All of these 20 members hold a B-shred designation. The members of the job group are primarily involved in monitoring various administrative aspects of the base suggestion program. Tasks performed by the incumbents include the following:

- answer telephones
- maintain suspense files
- implement suggestion programs
- type in final form administrative communications using manual or electric typewriters
- determine work priorities
- operate office copy machines
- prepare tracer actions
- evaluate suggestions

XVIII. RECEPTIONISTS (GRP067). This large group of 125 respondents represent three percent of the total sample. Seventy-two percent of the members hold B-shred designations, 11 percent hold the A-shred, and 14 percent hold the C-shred. The job performed by these incumbents, while not particularly demanding, is crucial to the smooth operation of any office. The tasks most clearly illustrating the receptionist's job were answer telephones, greet visitors, and operate office copy machines. These tasks, taken together, account for over a third of the job time for members of the entire group.

XIX. FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL (GRP028). These 72 incumbents are largely responsible for distributing forms and publications. Most are assigned to a Publications Distribution Office (PDO). Both A- and B-shred personnel were found within this group. Some similarity was noted between personnel in this group and those in GRP154, Publications Personnel. The main difference tended to be the specialization of these group members, averaging 23 tasks versus 55 tasks for Publications Personnel.

Three subgroups were identified within this cluster. Technical Orders Clerks were comprised of A-shred (39 percent) and B-shred (54 percent) personnel. Ninety-two percent were in their first enlistment. Common tasks included establishing technical order requirements, posting specialized publications, such as technical orders, preparing technical order requisitions, and maintaining numerical index and requirements tables, such as technical orders. Publications Distribution Clerks specialized primarily in the distribution of publications at local PDOs. Both A-shred (64 percent) and B-shred (36 percent) personnel comprised this group. Tasks performed included distributing publications, stocking publications, reviewing publications requirements, and processing publications requisitions at PDO level. Forms Distribution Clerks specialized in forms distribution at PDOs. Eighty-one percent held the A-shred, with 14 percent holding the B-shred. Most held lower paygrades of E2, E3, or E4. Common tasks included disposing of excess stock of blank forms, issuing nonaccountable forms to CARs, packaging blank forms for shipping, warehousing forms, and processing blank form requisitions to PDC.

XX. MAIL DISTRIBUTION PERSONNEL (GRP057). This fairly large group of 160 incumbents are largely involved with distribution, including mobile distribution. Eighty-two percent hold the A-shred designation, with the remaining 17 percent holding a B-shred designation. The largest percentage of the respondents are at Base Information Transfer Centers (BITC) and primarily work with mail and document security operations. Common tasks performed by the group include:

- apply postage to containers
- meter mail
- consolidate mail shipments
- sack mail
- calculate postage or mailing rates and fees
- pick up outgoing administrative communications
- pick up mail from post office

Three subgroups were identified within the cluster. The largest group were BITC Distribution Clerks who performed those tasks listed above. A second group were NCOICs, BITC. They also performed those tasks listed above but were also involved with supervisory tasks. The third subgroup consisted of Unit Mail Room Distribution Clerks who were more involved at the unit level rather than at a BITC.

XXI. POSTAL PERSONNEL (GRP284). The 73 respondents in the postal personnel cluster spend the largest percentage of their time performing directory services, postal service center (PSC), or unit mail room functions. The largest percentage of the group's members hold an A-shred designation. Common tasks performed by the group include the following:

- notify patrons of lock box combinations
- indorse mail for forwarding
- return undeliverable first class mail to senders
- change lock box combinations
- sort mail for general delivery service
- advise PSC patrons on services available
- perform lock box maintenance

Within the cluster were two subgroups. One group was located at postal service centers. The members of this job type called themselves mail or postal clerks and held an A-shred designation. Their tasks include those mentioned above. The second group, Unit Mail Clerks, were primarily administrative specialists at the unit level who were handling mail functions in addition to performing routine administrative matters. These respondents held either a B- or C-shred designation. While they performed common mailroom tasks as listed above, they also performed such administrative tasks as:

- post standard publications, such as manuals or regulations
- type in final form administrative communications using
 - manual or electric typewriters
- type blank forms
- distribute publications
- operate office copy machines
- issue meal cards
- prepare file guides or labels

XXII. COURIER ASSISTANTS (GRP077). This group of 20 courier assistants are primarily responsible for controlling and maintaining Armed Forces Courier Services (ARFCOS) materials. Eighty percent hold B-shred designations. The incumbents perform such tasks as:

- verify courier materials against ARFCOS Forms 1, 3, 4, and 5
- containerize courier materials
- assign ARFCOS control numbers to courier materials
- load or unload ARFCOS materials
- inventory ARFCOS materials
- pouch courier materials

The group performs very few administrative tasks.

XXIII. KEYPUNCH OPERATORS (GRP049). These 30 keypunch operators are all 702X0B personnel. Very little of their time is spent on administrative work. Instead, their primary job is keypunching machine data cards, answering telephones, and coding machine data cards. All incumbents are in the lower paygrades, primarily E2s and E3s and only 57 percent of the group feel their job is interesting.

XXIV. WORD PROCESSING SPECIALISTS (GRP956). The 12 respondents in this job type are primarily junior grade airmen who type administrative communications. Seven incumbents are at major command headquarters, such as HQ AAC, HQ AFOSI, and HQ AFCS. Five of the 12 respondents are in paygrade E2. All members perform less than ten tasks on the average. Their primary job consists of tasks such as:

- type rough drafts and final copies using magnetic powered typewriting equipment
- type rough draft and final copies using manual or electric typewriters

Summary

From the above discussion of the job groups within the Administration and Stenographic career ladders, it is quite evident that this area is widely diverse. While there do exist some common tasks across many of the groups, personnel still perform a wide variety of tasks and support functions.

A major issue of this study was to examine the effectiveness of the shredouts adopted in 1977. In general, the separation of the Administration ladder into three shreds has produced a more orderly job structure than was found prior to 1977. The shreds have clarified some of the general areas within the ladder. For example, personnel with the A-shred generally perform tasks related to postal services, distribution functions, and base document management functions, and those personnel with the C-shred perform orderly room support functions. However, personnel in the B-shred still have the most diverse job. This is evident in the fact that B-shredout personnel were found in 13 of the 24 major clusters.

While some clarity has occurred with creation of the shreds, there is still some overlap across shreds. This is particularly true of supervisory jobs, as might be expected. Table 5 presents those nonsupervisory job groups which are comprised of personnel across two or even three shredouts. It is quite evident from this table that there is not a complete delineation of jobs by shreds. For example, Publications and Forms Distribution, Special Orders, Publications, and Documentation Storage are functions being handled by fairly high percentages of both A- and B-shred personnel. In addition, B-shred personnel also tend to overlap somewhat with functions which are handled predominately by A- or C-shredout personnel. While it is not possible to determine from the survey data whether this overlap is a function of malassignment of personnel, a manpower position designation problem, or a career ladder structure problem, it does suggest that some additional management actions might be needed.

Several classification actions appear to be viable. One possibility would be to split out some of the functions now performed by B-shredout personnel into a fourth shredout. A likely candidate would be to take the forms and publications distribution and management functions and group them into a new shred. This would leave the B-shredout job as primarily that of clerk typists, receptionists, handling and processing administrative communications, courier, etc. A second possibility would be to take the routine administrative functions, such as clerk typist, receptionist, and keypunch operator, and combine them into a fourth shred (one where training might be minimized or eliminated). Other options would be to transfer some functions, such as protocol, couriers, and forms and publications management, into the A-shredout or into some other career field (such as moving Protocol functions to AFS 791X0).

In summary, the job structure analysis shows that the three-shredout configuration created in 1977 has made for more orderly management of the Administration career ladder. However, some further refinements, especially in the B-shredout, may need to be considered in a few years after the present three-shredout configuration has had time to further stabilize.

TABLE 3

SELECTED BACKGROUND INFORMATION ON MAJOR JOB GROUPS

| GROUP | SHRED DISTRIBUTION | | | | A | X | XI | AVERAGE NUMBER TASKS PERFORMED | AVERAGE GRADE | SEX DISTRIBUTION | | OTHER BACKGROUND DATA | | AVERAGE MONTHS IN CAREER FIELD | AVERAGE MONTHS TAPPS | JDI | PERCENT IN FIRST ENLISTMENT |
|---|--------------------|-----|----|----|-----|---|-----|--------------------------------|---------------|------------------|----------------|-----------------------|------|--------------------------------|----------------------|-----|-----------------------------|
| | A | B | C | XI | | | | | | PERCENT MALE | PERCENT FEMALE | PERCENT FEMALE | | | | | |
| ORDERLY ROOM OPERATIONS PERSONNEL | 0 | 15 | 82 | 0 | 619 | | 58 | 4.1 | 69 | 31 | 67 | 76 | 13.1 | | | 51 | |
| DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT PERSONNEL | 2 | 90 | 5 | 1 | 880 | | 42 | 3.9 | 41 | 39 | 57 | 63 | 11.0 | | | 55 | |
| FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOs | 5 | 72 | 17 | 0 | 658 | | 113 | 5.3 | 82 | 18 | 131 | 145 | 21.8 | | | 16 | |
| MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS | 1 | 93 | 3 | 1 | 263 | | 77 | 4.9 | 77 | 23 | 110 | 121 | 15.9 | | | 20 | |
| NCOs, OPERATIONS AND PLANS ADMINISTRATION | 0 | 87 | 4 | 0 | 57 | | 70 | 6.2 | 87 | 13 | 185 | 202 | 16.9 | | | 0 | |
| DOCUMENTATION STORAGE CLERKS | 36 | 55 | 9 | 0 | 11 | | 72 | 4.7 | 73 | 27 | 97 | 110 | 16.0 | | | 0 | |
| ADMINISTRATIVE COMMUNICATIONS PERSONNEL | 3 | 81 | 10 | 0 | 7 | | 56 | 5.3 | 75 | 25 | 123 | 135 | 19 | | | 8 | |
| ADMINISTRATION MANAGERS | 11 | 49 | 16 | 1 | 170 | | 79 | 6.5 | 88 | 12 | 196 | 211 | 19.6 | | | 7 | |
| ADMINISTRATIVE SUPPLY SPECIALISTS | 6 | 75 | 6 | 0 | 16 | | 66 | 4.4 | 81 | 19 | 91 | 102 | 14.5 | | | 30 | |
| PUBLICATIONS PERSONNEL | 40 | 49 | 9 | 0 | 207 | | 55 | 3.9 | 72 | 28 | 57 | 64 | 13.3 | | | 57 | |
| PROTOCOL SPECIALISTS | 9 | 77 | 2 | 5 | 43 | | 54 | 3.5 | 67 | 33 | 116 | 132 | 14.7 | | | 16 | |
| BASE DOCUMENT MANAGERS | 81 | 14 | 5 | 0 | 43 | | 68 | 4.8 | 72 | 28 | 110 | 120 | 17.0 | | | 26 | |
| CLASSIFIED MATERIALS CLERKS | 7 | 86 | 2 | 1 | 199 | | 38 | 4.8 | 79 | 21 | 106 | 114 | 10.7 | | | 25 | |
| ADMINISTRATION SECTION SUPERVISORS | 10 | 60 | 13 | 0 | 76 | | 48 | 5.9 | 80 | 18 | 170 | 181 | 13.5 | | | 8 | |
| SPECIAL ORDERS CLERKS | 59 | 38 | 3 | 0 | 97 | | 20 | 3.7 | 54 | 46 | 69 | 52 | 7.1 | | | 68 | |
| CLERK TYPISTS | 4 | 86 | 7 | 1 | 420 | | 18 | 3.5 | 58 | 42 | 42 | 48 | 6.3 | | | 64 | |
| BASE SUGGESTION PROGRAM MONITORS | 0 | 100 | 0 | 0 | 20 | | 28 | 4.3 | 75 | 25 | 72 | 80 | 9.9 | | | 40 | |
| RECEPTIONISTS | 11 | 72 | 14 | 2 | 125 | | 10 | 3.6 | 62 | 37 | 49 | 66 | 2.4 | | | 62 | |
| FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL | 64 | 29 | 4 | 0 | 72 | | 23 | 3.5 | 51 | 19 | 39 | 47 | 8.1 | | | 69 | |
| MAIL DISTRIBUTION PERSONNEL | 82 | 17 | 0 | 0 | 160 | | 56 | 3.9 | 80 | 20 | 58 | 69 | 11.3 | | | 58 | |
| POSTAL PERSONNEL | 71 | 16 | 10 | 0 | 73 | | 53 | 3.8 | 84 | 16 | 50 | 57 | 10.6 | | | 66 | |
| COURIER ASSISTANTS | 15 | 80 | 5 | 0 | 20 | | 4 | 4.9 | 95 | 5 | 129 | 136 | 9.5 | | | 20 | |
| KEYPUNCH OPERATORS | 3 | 97 | 0 | 0 | 30 | | 3 | 3.8 | 72 | 2 | 60 | 68 | 7.4 | | | 63 | |
| WORD PROCESSING SPECIALISTS | 25 | 59 | 8 | 8 | 12 | | 7 | 3.7 | 67 | 3 | 33 | 40 | 3.6 | | | 55 | |

TABLE 4

JOB SATISFACTION DATA FOR MAJOR JOB GROUPS
(PERCENT RESPONDING)

| JOB GROUP | FINDS JOB INTERESTING | | FEELS TALENTS UTILIZED FAIRLY WELL OR BETTER | | FEELS TRAINING UTILIZED FAIRLY WELL OR BETTER | | WILL OR PROBABLY WILL REENLIST | |
|---|-----------------------|----|--|----|---|--|--------------------------------|--|
| | | | | | | | | |
| ORDERLY ROOM OPERATIONS PERSONNEL | 58 | 76 | 85 | 60 | | | | |
| DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT | 56 | 82 | 79 | 54 | | | | |
| FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs | 69 | 83 | 87 | 66 | | | | |
| MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS | 64 | 75 | 78 | 68 | | | | |
| NCOICs, OPERATIONS AND PLANS ADMINISTRATION | 84 | 91 | 91 | 70 | | | | |
| DOCUMENTATION STORAGE CLERKS | 46 | 82 | 73 | 64 | | | | |
| ADMINISTRATIVE COMMUNICATIONS PERSONNEL | 64 | 74 | 81 | 68 | | | | |
| ADMINISTRATIVE MANAGERS | 83 | 89 | 88 | 63 | | | | |
| ADMINISTRATIVE SUPPLY SPECIALISTS | 80 | 50 | 69 | 56 | | | | |
| PUBLICATIONS PERSONNEL | 49 | 67 | 79 | 59 | | | | |
| PROTOCOL SPECIALISTS | 83 | 86 | 58 | 66 | | | | |
| BASE DOCUMENT MANAGERS | 68 | 81 | 79 | 60 | | | | |
| CLASSIFIED MATERIALS CLERKS | 54 | 60 | 60 | 64 | | | | |
| ADMINISTRATION SECTION SUPERVISORS | 52 | 71 | 69 | 70 | | | | |
| SPECIAL ORDERS CLERKS | 43 | 65 | 76 | 54 | | | | |
| CLERK TYPISTS | 48 | 58 | 67 | 47 | | | | |
| BASE SUGGESTION PROGRAM MONITORS | 80 | 75 | 55 | 65 | | | | |
| RECEPTIONISTS | 44 | 49 | 48 | 54 | | | | |
| FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL | 51 | 61 | 71 | 53 | | | | |
| MAIL DISTRIBUTION PERSONNEL | 56 | 57 | 68 | 49 | | | | |
| POSTAL PERSONNEL | 62 | 50 | 68 | 49 | | | | |
| COURIER ASSISTANTS | 70 | 50 | 85 | 85 | | | | |
| KEYPUNCH OPERATORS | 57 | 85 | 47 | 62 | | | | |
| WORD PROCESSING SPECIALISTS | 42 | 66 | 50 | 25 | | | | |

TABLE 5

NONSUPERVISORY JOB GROUPS SHOWING OVERLAP ACROSS SHREDS

| JOB GROUP | PERCENT MEMBERS RESPONDING | | |
|---|----------------------------|----|----|
| | A | B | C |
| DOCUMENTATION STORAGE CLERKS | 36 | 55 | 9 |
| PUBLICATIONS PERSONNEL | 40 | 49 | 9 |
| BASE DOCUMENT MANAGERS | 81 | 14 | 5 |
| SPECIAL ORDERS CLERKS | 59 | 38 | 3 |
| RECEPTIONISTS | 11 | 72 | 14 |
| FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL | 64 | 29 | 4 |
| MAIL DISTRIBUTION PERSONNEL | 82 | 17 | 0 |
| POSTAL PERSONNEL | 71 | 16 | 10 |
| COURIER ASSISTANTS | 15 | 80 | 5 |
| WORD PROCESSING SPECIALISTS | 25 | 59 | 8 |
| ORDERLY ROOM OPERATIONS PERSONNEL | 0 | 20 | 78 |

ANALYSIS OF DAFSC GROUPS

In addition to examining the various types of jobs found within the Administration and Stenographic specialties (as discussed in the JOB STRUCTURE ANALYSIS section), this report also includes an analysis of the tasks performed by incumbents at each skill level within each shredout. By grouping cases into various DAFSC skill level groups, a picture develops of the similarities and differences between these groups. Such data can be used to evaluate whether personnel are being utilized in the ways specified by the current specialty descriptions (AFR 39-1) and can serve as one basis for considering changes to current utilization policies or training programs.

The information in Table 6 illustrates the relative job emphasis for each of the shreds and ladders in terms of average time spent for various duties. As might be expected due to the nature of the Administration field, there were a number of duties which were fairly common across the ladders and shreds. Large percentages of job time were devoted to preparing or processing administrative communications and performing general or miscellaneous administrative functions. Tasks from these two duties accounted for at least one-third of the job time for respondents from each ladder or shred. For personnel with an Administration Management shred (702X0A), the tasks from the duties relating to directory services, postal service center or unit mail room functions, and administrative communications account for the major area of differences. For personnel with a Staff Support Administration shred (702X0B), the tasks from the duties relating to general administrative functions and documentation functions best illustrate the area of difference. For personnel with an Orderly Room shred (702X0C), the duty related to performing orderly room functions clearly discriminates the C-shred respondents from other respondents. For those personnel with the Stenographic AFSC, the large amount of time spent preparing and processing administrative communications coupled with the small amount of time expended performing specialized stenographic tasks differentiates those with a duty AFSC of 702X1 from the remainder of the sample.

DAFSC 702X0A - Administration Management

Personnel with a duty AFSC of 702X0A accounted for approximately 12 percent of the total sample. The information in Table 7 presents a summary of background information for the Administration Management shred by skill level.

DAFSC 70230A. Personnel with a duty AFSC of 70230A accounted for ten percent of the Administration Management respondents. As the information in Table 8 illustrates, the semiskilled (3-skill level) respondents in the A-shred spend a large amount of their job time performing tasks related to preparing or processing administrative communications and performing directory services, postal service center, or unit mail room functions.

The jobs performed by semiskilled administration management specialists are widely diverse, as indicated by the percentage of personnel performing individual tasks. There were only five tasks performed by as many as 50 percent of the respondents with a duty AFSC of 70230A. The only task

TABLE 6

RELATIVE TIME SPENT ON DUTIES BY SHREDOUT OR LADDER

| DUTIES | PERCENT TIME SPENT | | | |
|---|--------------------|--------|--------|-------|
| | 702X0A | 702X0B | 702X0C | 702X1 |
| PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS | 28 | 23 | 16 | 31 |
| PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATIVE FUNCTIONS | 14 | 20 | 18 | 23 |
| PERFORMING PUBLICATIONS FUNCTIONS | 12 | 12 | 10 | 4 |
| PERFORMING FORMS FUNCTIONS | 8 | 5 | 4 | 2 |
| PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS | 8 | 12 | 9 | 9 |
| PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER OR UNIT MAILROOM FUNCTIONS | 7 | 1 | 1 | * |
| ORGANIZING AND PLANNING | 5 | 7 | 8 | 7 |
| DIRECTING AND IMPLEMENTING | 5 | 6 | 6 | 5 |
| INSPECTING AND EVALUATING | 4 | 4 | 4 | 3 |
| PERFORMING CLASSIFIED MATERIAL FUNCTIONS | 3 | 4 | 1 | 5 |
| TRAINING | 3 | 2 | 2 | 2 |
| CONTROLLING AND MAINTAINING ARFCOS MATERIALS | 3 | 1 | * | 0 |
| PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS | * | 2 | 21 | * |
| PERFORMING MICROGRAPHICS FUNCTION | * | * | * | 0 |
| PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS | * | 1 | * | 4 |
| OPERATING HOUSING AND BILLETING ACTIVITIES | * | * | * | * |
| PERFORMING STENOGRAPHIC FUNCTIONS | * | * | * | 4 |
| PERFORM BASE LIBRARY FUNCTIONS | * | * | * | 0 |

* LESS THAN ONE PERCENT

TABLE 7
 BACKGROUND INFORMATION FOR ADMINISTRATION MANAGEMENT PERSONNEL
 (AFS 702X0A)

| | <u>702X0A</u> | <u>70230A</u> | <u>70250A</u> | <u>70270A</u> |
|-----------------------------------|---------------|---------------|---------------|---------------|
| PERCENT OF TOTAL SAMPLE | 12% | - | - | - |
| AVERAGE NUMBER OF TASKS PERFORMED | 55 | 41 | 46 | 76 |
| SEX: | | | | |
| MALE | 77% | 73% | 74% | 87% |
| FEMALE | 23% | 27% | 26% | 13% |
| ASSIGNMENT: | | | | |
| CONUS | 78% | 90% | 80% | 69% |
| OVERSEAS | 22% | 10% | 20% | 31% |
| FUNCTIONAL AREA ROTATION*: | | | | |
| DOES OCCUR | 33% | 48% | 35% | 23% |
| DOES NOT OCCUR | 44% | 35% | 43% | 52% |

* DOES NOT SUM TO 100 PERCENT DUE TO THOSE NOT ASSIGNED TO A-SHRED POSITIONS

TABLE 8

RELATIVE PERCENT TIME SPENT ON DUTIES BY ADMINISTRATION MANAGEMENT PERSONNEL
(AFS 702X0A)

| DUTIES | PERCENT TIME SPENT | | | |
|--|--------------------|--------|--------|--------|
| | 702X0A | 70230A | 70250A | 70270A |
| F PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS | 28 | 39 | 30 | 17 |
| E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS | 14 | 14 | 15 | 13 |
| G PERFORMING PUBLICATIONS FUNCTIONS | 12 | 10 | 13 | 12 |
| H PERFORMING FORMS FUNCTIONS | 8 | 8 | 10 | 5 |
| I PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS | 8 | 8 | 6 | 13 |
| K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (SC), OR UNIT MAIL ROOM FUNCTIONS | 7 | 11 | 9 | 3 |
| A ORGANIZING AND PLANNING | 5 | 3 | 5 | 9 |
| B DIRECTING AND IMPLEMENTING | 5 | 2 | 3 | 9 |
| C INSPECTING AND EVALUATING | 4 | 1 | 2 | 8 |
| J PERFORMING CLASSIFIED MATERIAL FUNCTIONS | 3 | 2 | 3 | 4 |
| D TRAINING | 3 | 1 | 2 | 5 |
| O CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICE (ARFCOS) MATERIALS | 3 | * | 1 | 1 |
| L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS | * | * | 1 | * |
| R PERFORMING MICROGRAPHICS FUNCTIONS | * | * | * | 1 |
| N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS | * | * | * | * |
| Q OPERATING HOUSING AND BILLETING ACTIVITIES | * | * | * | * |
| M PERFORMING STENOGRAPHIC FUNCTIONS | * | * | * | * |
| P PERFORMING BASE LIBRARY FUNCTIONS | * | * | * | * |

* LESS THAN ONE PERCENT

performed by the overwhelming majority of semiskilled respondents was "answer telephones", performed by 94 percent. (This was the most commonly performed task across all shreds, with 95 percent of all respondents indicating they perform the task.) The remaining four tasks performed by at least 50 percent of the semiskilled A-shred respondents are:

- greet visitors
- pick up mail from post offices
- consolidate mail shipments
- package unclassified materials

The tasks which most clearly define the jobs performed by semiskilled administration management specialists are listed below:

- pick up mail from post offices
- consolidate mail shipments
- meter mail
- apply postage to containers
- calculate postage or mailing rates and fees
- sort communications within BITC
- package unclassified materials
- secure metering mailing machines
- sort mail for distribution to lock boxes
- sack mail

DAFSC 70250A. Personnel with a duty AFSC of 70250A accounted for 61 percent of the Administration Management respondents. As the information in Table 8 illustrates, the relative job emphasis for 5-skill level personnel lies in the areas of preparing or processing administrative communications, and performing publications or forms functions.

The jobs performed by personnel at the 5-skill level are more widely diverse than those performed by personnel at the 3-skill level. There were only two tasks performed by as many as 50 percent of all 5-skill level administrative management personnel. These were (1) answer telephones and (2) greet visitors. Tasks which best define the jobs performed by 5-skill level administrative management specialists are listed below:

- review publications bulletins
- type rough drafts of administrative communications using manual or electric typewriters
- type blank forms
- send sponsorship kits or letters of welcome
- determine work priorities
- verify contents in accountable containers
- prepare blank forms requisitions
- direct maintenance of administrative files
- compose drafts of administrative communications
- plan work assignments

DAFSC 70270A. Respondents with a duty AFSC of 70270A accounted for 28 percent of personnel with an A-shred in the survey population. As the information in Table 8 illustrates, the award of the technician skill level signals a significant shift in job emphasis with tasks related to supervisory

functions and documentation functions accounting for a greater percentage of the job time. An additional point of note related to the technician skill was the average number of tasks performed by an individual respondent. As shown in Table 7, the average number of tasks performed by personnel at the 3- and 5-skill levels remained relatively constant. However, personnel at the 7-skill level perform, on the average, almost twice as many tasks.

Jobs performed by 70270A personnel are somewhat less diverse than those performed by personnel at lower skill levels. There were 20 tasks performed by at least 50 percent of the 7-skill level incumbents. This finding is somewhat misleading in that the survey data indicate that 70270A personnel perform most of the same tasks as the 5-skill level respondents but have the added responsibility of performing supervisory tasks. The additive nature of the 7-skill level jobs was also reflected in the job difficulty index, a factor to be discussed in a later section of this report.

The tasks performed by 7-skill level personnel which most clearly illustrate the difference between the 7-skill level and the subordinate 3- and 5-skill levels are listed below:

- counsel personnel on personal or military related problems
- interpret policies, directives, or procedures for subordinates
- schedule leaves or passes
- prepare APRs
- determine requirements for space, personnel, equipment, or supplies
- supervise Administration Management Specialists (DAFSC 70250A)
- establish performance standards for subordinates
- determine work priorities
- plan work assignments
- maintain training records, charts, or graphs

DAFSC 702X0B - Staff Support Administration

Personnel with a duty AFSC of 702X0B accounted for approximately 65 percent of the survey population. The information in Table 9 presents a summary of selected background information for the Staff Support Administration shred by skill level.

DAFSC 70230B. Personnel with a duty AFSC of 70230B accounted for 11 percent of the B-shred respondents. As the information in Table 10 illustrates, the 3-skill level respondents expended the majority of their job time performing tasks related to administrative communications processing and general administrative functions.

As with personnel from the A-shred, semiskilled B-shred respondents perform a widely diverse group of jobs. There were nine tasks performed by at least 50 percent of the semiskilled B-shred respondents. These nine tasks, listed below, accounted for approximately one-third of the job time for all semiskilled staff support administration specialists:

- answer telephones
- type in final form administrative communications using manual or electric typewriters
- greet visitors
- operate office copy machines
- type rough drafts of administrative communications using manual or electric typewriters
- type blank forms
- maintain suspense files
- post standard publications, such as regulations or manuals
- prepare requests for reproduction or duplicating services

In comparing the job description for 3-skill level B-shred respondents to the job description for the 5-skill level respondents, no practical differences in tasks performed or the percentage of personnel performing tasks were found. Generally speaking, the 5-skill level respondents performed the same tasks with slightly higher percentages performing the tasks.

DAFSC 70250B. Personnel with a duty AFSC of 70250B represented 61 percent of the staff support administration respondents. As the information in Table 10 illustrates, there was a minimal shift in job emphasis when 5-skill level respondents were compared to the 3-skill level respondents. The majority of job time was expended performing tasks related to administrative communications and general administrative functions. With the award of the 5-skill level, personnel spend a slightly larger amount of their job time performing documentation functions. The tasks performed by 50 percent or more of the 5-skill level respondents included the same tasks that were performed by 50 percent or more of the 3-skill level respondents. However, 5-skill level respondents perform slightly more tasks, on the average, than the 3-skill level respondents and therefore the tasks performed by 50 percent or more account for slightly less of the total available job time.

DAFSC 70270B. Personnel with the 7-skill level represented 28 percent of the B-shred respondents. With the award of the technician skill level, the emphasis of the job performed shifts, with incumbents becoming involved to a greater degree in the performance of tasks related to supervision and classified material. Despite the fact that the 7-skill level respondents perform an average of 72 tasks, the jobs performed appear somewhat more homogeneous, with 32 tasks performed by 50 percent or more of the 7-skill level respondents. These 32 tasks included those performed by large percentages of the 3- and 5-skill levels, as well as a number of supervisory tasks. The tasks listed below best illustrate the differences between the 7- and 5-skill levels:

- counsel personnel on personal or military related problems
- interpret policies, directives or procedures for subordinates
- plan work assignments
- supervise Staff Support Administration Specialists (AFSC 70250B)
- change safe combinations

TABLE 9
 BACKGROUND INFORMATION FOR STAFF SUPPORT ADMINISTRATION PERSONNEL
 (AFS 702X0B)

| | <u>702X0B</u> | <u>70230B</u> | <u>70250B</u> | <u>70270B</u> |
|-----------------------------------|---------------|---------------|---------------|---------------|
| PERCENT OF TOTAL SAMPLE | 65% | - | - | - |
| AVERAGE NUMBER OF TASKS PERFORMED | 55 | 41 | 50 | 72 |
| SEX: | | | | |
| MALE | 70% | 61% | 65% | 83% |
| FEMALE | 30% | 39% | 35% | 17% |
| ASSIGNMENT: | | | | |
| CONUS | 78% | 87% | 77% | 78% |
| OVERSEAS | 22% | 13% | 23% | 22% |

TABLE 10

RELATIVE PERCENT TIME SPENT ON DUTIES BY STAFF SUPPORT ADMINISTRATION PERSONNEL
(AFS 702X0B)

| DUTIES | PERCENT TIME SPENT | | | |
|--|--------------------|--------|--------|--------|
| | 702X0B | 70230B | 70250B | 70270B |
| F PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS | 23 | 26 | 24 | 21 |
| E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS | 20 | 25 | 22 | 16 |
| G PERFORMING PUBLICATIONS FUNCTIONS | 12 | 13 | 13 | 9 |
| I PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS | 12 | 9 | 12 | 11 |
| A ORGANIZING AND PLANNING | 7 | 5 | 6 | 10 |
| B DIRECTING AND IMPLEMENTING | 6 | 3 | 4 | 8 |
| H PERFORMING FORMS FUNCTIONS | 5 | 5 | 6 | 3 |
| J PERFORMING CLASSIFIED MATERIAL FUNCTIONS | 4 | 2 | 4 | 7 |
| C INSPECTING AND EVALUATING | 4 | 2 | 3 | 6 |
| D TRAINING | 2 | 1 | 2 | 4 |
| L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS | 2 | 3 | 2 | 2 |
| N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS | 1 | * | 1 | 1 |
| K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (SC), OR UNIT MAIL ROOM FUNCTIONS | 1 | 1 | 1 | * |
| O CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICE (ARFOS) MATERIALS | 1 | * | * | 1 |
| Q OPERATING HOUSING AND BILLETING ACTIVITIES | * | 1 | * | * |
| R PERFORMING MICROGRAPHICS FUNCTIONS | * | 1 | * | * |
| M PERFORMING STENOGRAPHIC FUNCTIONS | * | * | * | * |
| P PERFORMING BASE LIBRARY FUNCTIONS | * | * | * | * |

* LESS THAN ONE PERCENT

certify destruction of classified materials
establish organizational policies, office instructions (OI),
or standard operating procedures (SOP)
determine work priorities
establish performance standards for subordinates
destroy classified materials or waste

DAFSC 702X0C - Unit/Orderly Room Administration

Personnel with a duty AFSC of 702X0C accounted for approximately 19 percent of the total sample. Table 11 presents selected background information on C-shred respondents. Table 12 presents information which illustrates the relative job emphasis in terms of duties performed by personnel in the C-shred. It should be noted that the Unit or Orderly Room Administration shred was the most different in terms of job emphasis when all shreds are compared on the basis of percent time spent performing tasks within duties. The decrease in the amount of time spent performing administrative communications and general administrative functions, and the large amount of time expended performing unit orderly room functions, clearly illustrates the differences among the shredouts.

DAFSC 70230C. Personnel with a duty AFSC of 70230C accounted for ten percent of the Unit or Orderly Room respondents. As the information in Table 12 illustrates, the duties related to orderly room functions, general administrative functions, and administrative communications accounted for approximately two-thirds of the job time for 70230C respondents.

A review of the job description for 3-skill level respondents revealed a relative diversity with a core of 17 tasks performed by at least 50 percent of the respondents. This core of tasks includes many of the tasks performed by large percentages of respondents in other shreds but also includes a number of orderly room tasks. Listed below are core tasks which best describe the functions performed by 3-skill level unit or orderly room administrative specialists:

- maintain unit leave control log forms (AF Form 1486)
- maintain meal card control logs
- issue meal cards
- notify personnel of appointments, details, or training
- pick up personnel data from CBPO
- maintain locator card files
- recover meal cards
- annotate personnel data rosters
- schedule personnel for appointments, details, or training

DAFSC 70250C. Personnel with a duty AFSC of 70250C represented 59 percent of C-shred personnel. The award of the 5-skill level resulted in only minor shifts in the way in which job time is expended (see Table 12), but did result in 5-skill level job incumbents performing, on the average, more tasks than the 3-skill level respondents (see Table 11).

The job description for the 5-skill level unit or orderly room administrative specialists indicated a relatively diverse area of work. There were 22 tasks performed by 50 percent or more of the respondents. These 22 tasks

TABLE 11

BACKGROUND INFORMATION FOR UNIT OR ORDERLY ROOM ADMINISTRATION PERSONNEL
(AFS 702X0C)

| | <u>702X0C</u> | <u>70230C</u> | <u>70250C</u> | <u>70270C</u> |
|-----------------------------------|---------------|---------------|---------------|---------------|
| PERCENT OF TOTAL SAMPLE | 19% | - | - | - |
| AVERAGE NUMBER OF TASKS PERFORMED | 67 | 41 | 60 | 90 |
| SEX: | | | | |
| MALE | 73% | 73% | 66% | 87% |
| FEMALE | 27% | 27% | 34% | 13% |
| ASSIGNMENT: | | | | |
| CONUS | 76% | 90% | 76% | 73% |
| OVERSEAS | 24% | 10% | 24% | 27% |

TABLE 12

RELATIVE PERCENT TIME SPENT ON DUTIES BY UNIT OR ORDERLY ROOM ADMINISTRATION PERSONNEL
(AFS 702X0C)

| DUTIES | PERCENT TIME SPENT | | | |
|--|--------------------|--------|--------|--------|
| | 702X0C | 70230C | 70250C | 70270C |
| L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS | 21 | 24 | 22 | 19 |
| E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS | 18 | 22 | 19 | 14 |
| F PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS | 16 | 18 | 16 | 13 |
| G PERFORMING PUBLICATIONS FUNCTIONS | 10 | 10 | 11 | 7 |
| I PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS | 9 | 6 | 9 | 10 |
| A ORGANIZING AND PLANNING | 8 | 6 | 7 | 10 |
| B DIRECTING AND IMPLEMENTING | 6 | 3 | 4 | 9 |
| H PERFORMING FORMS FUNCTIONS | 4 | 5 | 5 | 3 |
| C INSPECTING AND EVALUATING | 4 | 2 | 3 | 6 |
| D TRAINING | 2 | * | 2 | 5 |
| J PERFORMING CLASSIFIED MATERIAL FUNCTIONS | 1 | * | 1 | 1 |
| K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (SC), OR UNIT MAIL ROOM FUNCTIONS | 1 | 2 | 1 | 1 |
| Q OPERATING HOUSING AND BILLETING ACTIVITIES | * | * | * | 1 |
| N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS | * | * | * | * |
| O CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICES (ARFCOS) MATERIALS | * | * | * | * |
| M PERFORMING STENOGRAPHIC FUNCTIONS | * | * | * | * |
| R PERFORMING MICROGRAPHICS FUNCTIONS | * | * | * | * |
| P PERFORMING BASE LIBRARY FUNCTIONS | * | * | * | * |

* LESS THAN ONE PERCENT

included all of the tasks performed by large percentages of the 3-skill level respondents, with the addition of the tasks listed below:

- send sponsorship kits or letters of welcome
- file documentation
- consolidate personnel status report data
- prepare file guides or labels

DAFSC 70270C. Personnel with a duty AFSC of 70270C accounted for 27 percent of C-shred personnel. As the information in Table 12 indicates, the award of the technician skill level involves a shift in the emphasis of the job, with personnel spending more time performing documentation, supervisory, and training tasks, and less job time in the duties related to publications, general administration, and administrative communications.

Review of the job description for 7-skill level respondents indicated that there were 60 tasks performed by at least 50 percent of the incumbents. Included among the 60 tasks were all of the tasks performed by large percentages of respondents at the 3- and 5-skill levels. The award of the 7-skill level merely adds to the number of tasks performed by job incumbents rather than substituting supervisory tasks for technical tasks. Personnel at the 7-skill level continue to type, maintain logs, and prepare forms. Listed below are tasks which illustrate added functions performed by 7-skill level respondents:

- supervise Unit Orderly Room Administration Specialists (AFSC 70250C)
- plan work assignments
- conduct OJT
- assign personnel to duty positions
- determine OJT training requirements
- analyze workload requirements
- prepare APRs
- initiate personnel action requests

DAFSC 702X1 - Stenography

Personnel in the Stenographic career ladder accounted for less than one percent of the total sample. Table 13 presents background information for stenographic skill level personnel. As the data in Table 14 illustrates, the majority of their job time is expended in the duties related to administrative communications and general administrative functions. The duty which relates specifically to performing stenographic functions accounts for an average of only four percent of the job time of all stenographic personnel.

Review of background information on stenographic personnel revealed a number of interesting points. The Stenographic specialty is one of very few ladders to have more females than males. Perhaps the most interesting point was the indication of the number of times dictation was taken by the individual job incumbent in the last 60 days. The majority of 702X1 respondents reported they were not required to take dictation or had not taken dictation in the last 60 days from the date they filled out the job inventory. Approximately one-quarter of the remainder reported taking dictation from one to ten times in the same time period.

DAFSC 70251. Respondents with a duty AFSC of 70251 accounted for 59 percent of the stenographic career ladder population. The job emphasis for 5-skill level personnel was in processing administrative communications and performing general administrative functions. Review of background information revealed that 70 percent of the stenographic specialists have not taken any dictation in the last 60 days. If the cutoff is raised to taking dictation ten times or less in the last 60 days, that figure rises to 95 percent.

Review of the computer-generated job description for the stenographic specialist indicated the most time consuming tasks were many of the same tasks performed by survey respondents in the administration career ladder, as listed below:

- answer telephones
- type in final form administrative communications using manual or electric typewriters
- greet visitors
- type rough drafts of administrative communications using manual or electric typewriters
- operate office copy machines
- edit handwritten or rough drafts of administrative communications, such as for grammar or spelling
- review outgoing administrative communications, such as for format, content, or grammar
- compare drafts of administrative communications
- post standard publications, such as regulations or manuals
- maintain suspense files

Those tasks which relate specifically to stenographic functions were performed by somewhat smaller percentages of the 5-skill level respondents than might be expected, as illustrated below:

- transcribe dictation from recordings, such as dictaphone - 20%
- read back from dictation notes - 35%
- take verbatim dictation by shorthand - 30%
- transcribe shorthand notes - 30%
- take nonverbatim dictation by shorthand - 25%

Comparing the percentage of job time expended performing the stenographic tasks listed above with the most time consuming tasks (also listed above) revealed that the five stenographic tasks consumed approximately four percent of the job time while the ten most time consuming tasks accounted for approximately 38 percent of the job time.

DAFSC 70271. Personnel with a duty AFSC of 70271 accounted for 41 percent of the stenographic personnel. As shown in Table 14, the job emphasis of 7-skill level respondents was primarily related to administrative communications, general administration, and classified material functions. The duty with the largest increase in percentage of job time related to classified material functions.

As with the 5-skill level, personnel at the 7-skill level reported expending a small percentage of their job time performing stenographic tasks. In addition, more than 70 percent of the 7-skill level respondents reported taking dictation ten times or less in the past 60 days.

The most time consuming tasks for the stenographic technician were the same tasks as for the stenographic specialist. The tasks which best illustrate the differences in the jobs performed by 7-skill level personnel when compared to 5-skill level respondents are listed below:

- certify destruction of classified materials
- prepare receipts for classified materials
- maintain receipt forms on classified materials
- review classified administrative communications
- conduct daily security checks

DAFSC 70299 - Administration Superintendent

The survey population included 124 respondents with a duty AFSC of 70299. These personnel accounted for approximately three percent of the total sample. Job incumbents at the superintendent skill level performed an average of 85 tasks; 93 percent were male, and 72 percent were assigned to CONUS bases. More than 80 percent are eligible for retirement at the end of their present enlistment.

Review of their job description indicated the relative job emphasis to be primarily in the supervisory and management area. However, superintendent skill level respondents reported expending a large percentage of their job time performing technical administrative tasks. The most time consuming tasks, listed below, illustrate the dual nature of the jobs performed by administration superintendents:

- answer telephones
- interpret policies, directives, or procedures for subordinates
- determine work priorities
- review outgoing administrative communications, such as for format, content, or grammar
- counsel personnel on personal or military problems
- establish organizational policies, office instructions (OI), or standard operating procedures (SOP)
- greet visitors
- edit hand written or rough drafts of administrative communications, such as for grammar or spelling
- compose drafts of administrative communications
- develop work methods or procedures

TABLE 13
 BACKGROUND INFORMATION FOR STENOGRAPHIC PERSONNEL
 (AFS 702X1)

| | 702X1 | 70251 | 70271 |
|---|-------|-------|-------|
| PERCENT OF TOTAL SAMPLE | * | - | - |
| AVERAGE NUMBER OF TASKS PERFORMED | 45 | 32 | 64 |
| <hr/> | | | |
| SEX: | | | |
| MALE | 44% | 30% | 64% |
| FEMALE | 56% | 70% | 36% |
| ASSIGNMENT: | | | |
| CONUS | 53% | 60% | 43% |
| OVERSEAS | 47% | 40% | 57% |
| <hr/> | | | |
| NUMBER OF TIMES DICTATION TAKEN IN THE LAST 60 DAYS** | | | |
| NOT REQUIRED | 29% | 30% | 29% |
| 0 | 32% | 40% | 21% |
| 1-10 | 24% | 25% | 21% |
| 11-20 | 9% | 3% | 14% |
| 21-30 | 3% | 0% | 7% |
| 31-40 | 3% | 2% | 0% |
| 41 OR MORE | 0% | 0% | 0% |

* LESS THAN ONE PERCENT
 ** MAY NOT ADD TO 100% DUE TO NO RESPONSE

TABLE 14

RELATIVE PERCENT TIME SPENT ON DUTIES BY STENOGRAPHIC PERSONNEL
(AFS 702X1)

| DUTIES | PERCENT TIME | | |
|--|--------------|-------|---|
| | 702X1 | 70251 | |
| F PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS | 31 | 3 | |
| E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS | 23 | 17 | |
| I PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS | 9 | 4 | |
| A ORGANIZING AND PLANNING | 7 | 6 | |
| B DIRECTING AND IMPLEMENTING | 5 | 2 | |
| J PERFORMING CLASSIFIED MATERIAL FUNCTIONS | 5 | 1 | |
| G PERFORMING PUBLICATIONS FUNCTIONS | 4 | 1 | |
| M PERFORMING STENOGRAPHIC FUNCTIONS | 4 | 4 | |
| N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS | 4 | 3 | |
| C INSPECTING AND EVALUATING | 3 | 2 | 5 |
| D TRAINING | 2 | 2 | 2 |
| H PERFORMING FORMS FUNCTIONS | 2 | 2 | 1 |
| K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS | * | * | 1 |
| L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS | * | * | 1 |
| Q OPERATING HOUSING AND BILLETING ACTIVITIES | * | * | * |

* LESS THAN ONE PERCENT

ANALYSIS OF CAREER LADDER DOCUMENTS

AFR 39-1 Specialty Descriptions

A comparison was made of the AFR 39-1 Specialty Descriptions for the Administration Specialty with skill level DAFSC data to determine the accuracy of these descriptions. The survey data was compared against the descriptions of the Administration Specialist and Administration Technician, effective 30 April 1978, and the proposed Administration Superintendent description, effective 30 April 1980.

Overall, the AFR 39-1 Specialty Descriptions of the Administration Specialty gave very accurate and comprehensive overviews of the job functions performed by personnel in each of the three shredouts. The present format of having a separate paragraph listing functions performed by each shred is an excellent structure for a complex specialty such as Administration.

Only two minor points were noted in reviewing the specialty descriptions. First, there were some tasks pertaining to specialized jobs, such as Protocol and Base Suggestion Program Monitor, that were not covered in paragraph 2b. Admittedly, these were tasks performed by only a small segment of the B-shred population. Second, "operate electronic dictating equipment" was listed in paragraph 2b, yet the survey data showed very few personnel operating this equipment.

Due to the imminent merger of the Stenographic Specialty with the Administrative Specialty on 30 April 1980, an in-depth analysis of the Stenographic Specialty descriptions was not appropriate. However, a rough analysis of the administrative functions performed by stenographic personnel indicates these functions can be easily subsumed by the present administration specialty descriptions.

Specialty Training Standard (STS)

Survey data were compared to the new tentative STSs for the A- and B-shredouts, dated February 1980 and due to become effective 30 April 1980. Both STSs are currently being staffed and reviewed by the major commands prior to final approval. Overall, both STSs presented an excellent overview of the jobs and tasks performed by their respective members with no major discrepancies being noted in either the listing of job functions or the major tasks performed.

Training Documents

Plans of Instruction (POIs) for each of the three shredouts were also reviewed in a general sense against the survey data. The POIs involved were POI E3ABR70230A dated 2 October 1978, POI E3ABR70230B dated 23 August 1979, and POI E3ABR70230C dated 2 October 1978. Overall, all three documents were supported by the survey data and training in each of the three shredouts appears to be relevant and cost effective.

Projected Technical School Data

Computer products listing tasks matched to each STS paragraph and POI block will be provided to technical school personnel at a later date. These products will be extremely useful in fine tuning their training programs and bringing training in line with the new STS and AFR 39-1 changes now being staffed.

SUMMARY OF BACKGROUND INFORMATION

The background information section of each job inventory allows respondents the opportunity to report information about themselves, their jobs, and any equipment they might use to perform their jobs.

Job Satisfaction

Tables 15 through 18 provide incumbent responses to a number of indicators of relative job satisfaction. Each table is specific to a shred within the administration career ladder or to the stenographic career ladder. The majority of personnel across all of the shreds and ladders find their jobs interesting and appear to be reasonably satisfied with the sense of accomplishment gained from the work they perform. Personnel in the Unit or Orderly Room Administration specialty (702X0C) report higher levels of utilization of talents and training than do respondents from other ladders, while stenographic personnel are the least satisfied with how their jobs utilize their talents and training. Information related to reenlistment intent indicates that reasonable percentages of all ladders at all skill levels plan to reenlist.

Assignment to Career Ladder

A review of how personnel were assigned to their career ladder (see Tables 19 and 20) revealed that the majority completed the resident technical school or were assigned by directed duty assignment (DDA) from basic training without a bypass test. For those personnel in their first enlistment, completion of technical training was the primary method of assignment. The data for first enlistment stenographic specialists may be misleading because there were only two respondents.

Equipment Used

A review of responses to the equipment list revealed no items from the list were used by a majority of any shred or ladder (see Table 21). For respondents other than the stenographic specialists, only the keypunch machine and the magnetic typewriter were used by as many as ten percent of any ladder or shred.

Job Functions

A listing of functions was included in the job inventory which described each individual's job. Responses revealed some interesting information from the perspective that there were few functions specific to any single shred or ladder (see Table 22). Higher percentages of administration management personnel (702X0A) responded to base information transfer center, mobile distribution, postal service center, and unit mail room than did respondents from other shreds. For staff support administration personnel, (702X0B), the function of staff support administration was the one responded to by the majority. For unit or orderly room administration personnel, (702X0C), the

function of unit orderly room was responded to by the majority of personnel. Respondents from all shreds and ladders reported functioning in the areas of documentation, forms, and publications.

Job Titles

The background section of the job inventory also included a listing of job titles. Table 23 presents incumbent responses to different job titles by shreds and ladders. Personnel from the administration management shredout responded to titles related to distribution and postal services. Staff support administration personnel chose titles related to typing and staff support. Orderly room personnel chose titles related to the orderly room and typing. Job titles from the areas of forms, publications, and documentation were chosen by personnel from all ladders. Stenographic specialists tended to choose job titles related to stenographic functions and staff support functions.

TABLE 15

INDICATORS OF JOB SATISFACTION FOR ADMINISTRATION MANAGEMENT PERSONNEL
(AFS 702X0A)

| | PERCENT RESPONDING | | | |
|--|--------------------|--------|--------|--------|
| | 702X0A | 70230A | 70250A | 70270A |
| <u>JOB INTEREST:</u> | | | | |
| DULL | 17 | 13 | 19 | 16 |
| SO-SO | 22 | 35 | 23 | 13 |
| INTERESTING | 60 | 52 | 57 | 69 |
| NO RESPONSE | 1 | - | 1 | 2 |
| <u>JOB UTILIZES TALENTS:</u> | | | | |
| NOT AT ALL OR VERY LITTLE | 33 | 48 | 36 | 20 |
| FAIRLY WELL OR VERY WELL | 57 | 48 | 57 | 61 |
| EXCELLENTLY OR PERFECTLY | 10 | 4 | 6 | 18 |
| NO RESPONSE | - | - | 1 | 1 |
| <u>JOB UTILIZES TRAINING:</u> | | | | |
| NOT AT ALL OR VERY LITTLE | 25 | 13 | 28 | 23 |
| FAIRLY WELL OR VERY WELL | 62 | 81 | 63 | 54 |
| EXCELLENTLY OR PERFECTLY | 12 | 6 | 8 | 23 |
| NO RESPONSE | 1 | - | 1 | - |
| <u>SATISFACTION WITH SENSE OF ACCOMPLISHMENT GAINED FROM WORK:</u> | | | | |
| DISSATISFIED | 24 | 31 | 23 | 24 |
| NOT SATISFIED OR DISSATISFIED | 14 | 9 | 17 | 8 |
| SATISFIED | 61 | 60 | 59 | 67 |
| NO RESPONSE | 1 | - | 1 | 1 |
| <u>PLAN TO REENLIST:</u> | | | | |
| NO OR PROBABLY NO | 42 | 58 | 46 | 25 |
| YES OR PROBABLY YES | 57 | 40 | 52 | 74 |
| NO RESPONSE | 1 | 2 | 2 | 1 |

TABLE 16

INDICATORS OF JOB SATISFACTION FOR STAFF SUPPORT ADMINISTRATION PERSONNEL
(AFS 702X0B)

| | PERCENT RESPONDING | | | |
|---|--------------------|--------|--------|-------|
| | 702X0B | 70230B | 70250B | TOTAL |
| <u>JOB INTEREST:</u> | | | | |
| DULL | 20 | 22 | 22 | 19 |
| SO SO | 22 | 25 | 23 | 19 |
| INTERESTING | 58 | 52 | 54 | 67 |
| NO RESPONSE | - | 1 | 1 | 1 |
| <u>JOB UTILIZES TALENTS:</u> | | | | |
| NOT AT ALL OR VERY LITTLE | 29 | 33 | 32 | 21 |
| FAIRLY WELL OR VERY WELL | 58 | 58 | 58 | 60 |
| EXCELLENTLY OR PERFECTLY | 13 | 8 | 10 | 18 |
| NO RESPONSE | - | 1 | - | 1 |
| <u>JOB UTILIZES TRAINING:</u> | | | | |
| NOT AT ALL OR VERY LITTLE | 26 | 24 | 28 | 23 |
| FAIRLY WELL OR VERY WELL | 61 | 63 | 61 | 62 |
| EXCELLENTLY OR PERFECTLY | 12 | 12 | 11 | 15 |
| NO RESPONSE | 1 | 1 | - | - |
| <u>SATISFIED WITH SENSE OF ACCOMPLISHMENT GAINED FROM WORK:</u> | | | | |
| DISSATISFIED | 25 | 22 | 27 | 23 |
| NOT SATISFIED OR DISSATISFIED | 14 | 17 | 15 | 11 |
| SATISFIED | 60 | 60 | 57 | 64 |
| NO RESPONSE | 1 | 1 | 1 | 2 |
| <u>PLAN TO REENLIST:</u> | | | | |
| NO OR PROBABLY NO | 40 | 48 | 43 | 30 |
| YES OR PROBABLY YES | 59 | 49 | 56 | 70 |
| NO RESPONSE | 1 | 3 | 1 | - |

TABLE 17

INDICATORS OF JOB SATISFACTION FOR UNIT OR ORDERLY ROOM ADMINISTRATION PERSONNEL
(AFS 702X0C)

| | PERCENT RESPONDING | | | |
|---|--------------------|--------|--------|--------|
| | 702X0C | 70230C | 70250C | 70270C |
| <u>JOB INTEREST:</u> | | | | |
| DULL | 18 | 20 | 20 | 13 |
| SO SO | 23 | 21 | 25 | 19 |
| INTERESTING | 58 | 57 | 55 | 66 |
| NO RESPONSE | 1 | 2 | - | 2 |
| <u>JOB UTILIZES TALENTS:</u> | | | | |
| NOT AT ALL OR VERY LITTLE | 24 | 31 | 25 | 19 |
| FAIRLY WELL OR VERY WELL | 63 | 59 | 65 | 60 |
| EXCELLENTLY OR PERFECTLY | 13 | 9 | 10 | 19 |
| NO RESPONSE | - | 1 | - | 2 |
| <u>JOB UTILIZES TRAINING:</u> | | | | |
| NOT AT ALL OR VERY LITTLE | 16 | 12 | 18 | 12 |
| FAIRLY WELL OR VERY WELL | 68 | 68 | 70 | 64 |
| EXCELLENTLY OR PERFECTLY | 15 | 18 | 12 | 22 |
| NO RESPONSE | 1 | 2 | - | 2 |
| <u>SATISFIED WITH SENSE OF ACCOMPLISHMENT GAINED FROM WORK:</u> | | | | |
| DISSATISFIED | 24 | 25 | 27 | 20 |
| NOT SATISFIED OR DISSATISFIED | 15 | 14 | 15 | 14 |
| SATISFIED | 60 | 60 | 58 | 63 |
| NO RESPONSE | 1 | 1 | - | 3 |
| <u>PLAN TO REENLIST:</u> | | | | |
| NO OR PROBABLY NO | 41 | 58 | 42 | 33 |
| YES OR PROBABLY YES | 58 | 41 | 57 | 65 |
| NO RESPONSE | 1 | 1 | 1 | 2 |

TABLE 18
INDICATORS OF JOB SATISFACTION FOR STENOGRAPHIC PERSONNEL
(AFS 702X1)

| | <u>PERCENT RESPONDING</u> | | |
|---|---------------------------|--------------|--------------|
| | <u>702X1</u> | <u>70151</u> | <u>70171</u> |
| <u>JOB INTEREST:</u> | | | |
| DULL | 15 | 20 | 7 |
| SO-SO | 32 | 35 | 29 |
| INTERESTING | 53 | 45 | 64 |
| <u>JOB UTILIZES TALENTS:</u> | | | |
| NOT AT ALL OR VERY LITTLE | 50 | 50 | 50 |
| FAIRLY WELL OR VERY WELL | 44 | 45 | 43 |
| EXCELLENTLY OR PERFECTLY | 6 | 5 | 7 |
| <u>JOB UTILIZES TRAINING:</u> | | | |
| NOT AT ALL OR VERY LITTLE | 56 | 60 | 50 |
| FAIRLY WELL OR VERY WELL | 41 | 35 | 50 |
| EXCELLENTLY OR PERFECTLY | 3 | 5 | - |
| <u>SATISFIED WITH SENSE OF ACCOMPLISHMENT</u> | | | |
| <u>GAINED FROM WORK:</u> | | | |
| DISSATISFIED | 35 | 35 | 36 |
| NOT SATISFIED OR DISSATISFIED | 9 | 10 | 7 |
| SATISFIED | 56 | 55 | 57 |
| <u>PLAN TO REENLIST:</u> | | | |
| NO OR PROBABLY NO | 35 | 40 | 29 |
| YES OR PROBABLY YES | 65 | 60 | 71 |

TABLE 19
METHOD OF ASSIGNMENT TO CAREER LADDER FOR TOTAL SAMPLE
(PERCENT RESPONDING)

| | <u>702X0A</u> | <u>702X0B</u> | <u>702X0C</u> | <u>702X1</u> |
|---------------------------------------|---------------|---------------|---------------|--------------|
| COMPLETED RESIDENT TECHNICAL TRAINING | 46 | 50 | 48 | 56 |
| RECLASSIFIED WITHOUT TRAINING | 4 | 2 | 3 | - |
| DDA TO OJT WITHOUT BYPASS TEST | 22 | 23 | 24 | 6 |
| DDA WITH BYPASS TEST | 2 | 2 | 1 | 6 |
| CONVERTED WITHOUT TRAINING | 2 | 4 | 4 | 3 |
| RETRAINED | 9 | 7 | 8 | 24 |
| REENLISTED | 4 | 2 | 2 | 6 |
| OTHER | 10 | 9 | 9 | - |

TABLE 20
METHOD OF ASSIGNMENT TO CAREER LADDER FOR FIRST ENLISTMENT SAMPLE
(PERCENT RESPONDING)

| | <u>702X0A</u> | <u>702X0B</u> | <u>702X0C</u> | <u>702X1</u> |
|---------------------------------------|---------------|---------------|---------------|--------------|
| COMPLETED RESIDENT TECHNICAL TRAINING | 67 | 72 | 65 | - |
| RECLASSIFIED WITHOUT TRAINING | 1 | 1 | 1 | - |
| DDA TO OJT WITHOUT BYPASS TEST | 19 | 14 | 18 | - |
| DDA WITH BYPASS TEST | 2 | 1 | 2 | - |
| CONVERTED WITHOUT TRAINING | - | 1 | 2 | - |
| RETRAINED | 4 | 1 | 3 | 100* |
| REENLISTED | - | 1 | - | - |
| OTHER | 8 | 7 | 9 | - |

* ONLY TWO 702X1 RESPONDENTS HAD 1-48 MONTHS TOTAL ACTIVE FEDERAL MILITARY SERVICE (TAFMS)

TABLE 21
EQUIPMENT USED ON PRESENT JOB
(PERCENT RESPONDING)

| <u>EQUIPMENT</u> | <u>702X0A</u> | <u>702X0B</u> | <u>702X0C</u> | <u>702X1</u> |
|---|---------------|---------------|---------------|--------------|
| CATHODE RAY TUBE | 2 | 2 | * | 6 |
| DICTATING MACHINE | 3 | 1 | * | 15 |
| FILM PROCESSING EQUIPMENT | 2 | 1 | 1 | - |
| HIGH SPEED CAMERA | 1 | 1 | * | - |
| KEYPUNCH MACHINE | 12 | 12 | 3 | 6 |
| MAGNETIC CARD, DISC, OR TAPE TYPEWRITERS | 7 | 10 | 7 | 30 |
| MICROGRAPHIC CAMERA | 2 | 1 | * | - |
| MICROGRAPHIC INSPECTION AND CORRECTION VIEWER | 2 | 1 | 1 | - |
| MICROGRAPHIC MOUNTING AND CERTIFICATION MACHINE | 1 | * | * | - |
| SHARED LOGIC DISPLAY TEXT EDITING MACHINE | 1 | 1 | * | 3 |
| STENOTYPE MACHINE | - | * | * | 9 |
| VISUAL DISPLAY TEXT EDITING MACHINE | 2 | 2 | * | 3 |
| OTHER | 4 | 4 | 2 | 6 |

* LESS THAN ONE PERCENT

TABLE 22

FUNCTIONS WHICH BEST DESCRIBE PRESENT JOB
(PERCENT RESPONDING)**

| | <u>702X0A</u> | <u>702X0B</u> | <u>702X0C</u> | <u>702X1</u> |
|-------------------------------------|---------------|---------------|---------------|--------------|
| ADMINISTRATIVE ORDERS | 20 | 23 | 32 | 9 |
| AIRBORNE WARNING AND CONTROL | - | 1 | - | 6 |
| ARMED FORCES COURIER STATION | 1 | 1 | - | - |
| BASE INFORMATION TRANSFER CENTER | 26 | 2 | 2 | - |
| COMMAND SECTION | 3 | 8 | 6 | 21 |
| COMMAND POST | - | 2 | 1 | 6 |
| DIRECTORY SERVICES | 8 | 3 | 6 | 6 |
| DOCUMENTATION MANAGEMENT | 16 | 34 | 31 | 21 |
| DOCUMENT SECURITY | 16 | 20 | 11 | 21 |
| ENGINEERING DATA SERVICES | 3 | 1 | 1 | - |
| FORMS DISTRIBUTION | 22 | 27 | 27 | 3 |
| FORMS MANAGEMENT | 14 | 26 | 25 | 3 |
| MICROGRAPHICS PROCESSING | 1 | 1 | - | - |
| MOBILE DISTRIBUTION | 16 | 2 | 2 | - |
| OFFICE OF SPECIAL INVESTIGATIONS | * | 1 | - | 3 |
| POSTAL SERVICE CENTER (PSC) | 14 | 1 | 1 | 3 |
| PROTOCOL OFFICE | 2 | 2 | 1 | 12 |
| PUBLICATIONS AND FORMS DISTRIBUTION | 26 | 29 | 27 | 9 |
| PUBLICATIONS AND FORMS MANAGEMENT | 17 | 31 | 29 | 3 |
| PUBLICATIONS DISTRIBUTION | 20 | 22 | 21 | 9 |
| PUBLICATIONS MANAGEMENT | 16 | 25 | 23 | 3 |
| PUBLICATIONS REFERENCE LIBRARY | 14 | 23 | 23 | 3 |
| STAFF SUPPORT ADMINISTRATION | 12 | 76 | 19 | 68 |
| TECHNICAL SCHOOL | * | 1 | 1 | - |
| UNIT MAIL ROOM | 12 | 4 | 5 | 3 |
| UNIT ORDERLY ROOM | 3 | 9 | 85 | 3 |
| WORD PROCESSING CENTER | 4 | 2 | 1 | 18 |
| OTHER | 3 | 7 | 2 | 3 |

* LESS THAN ONE PERCENT

** TOTALS ADD TO MORE THAN 100 PERCENT DUE TO MULTIPLE RESPONSES

TABLE 23

TITLE WHICH BEST DESCRIBES PRESENT JOB
(PERCENT RESPONDING)*

| | 702X0A | 702X0B | 702X0C | 702X1 |
|--|--------|--------|--------|-------|
| ADMINISTRATIVE ORDERS SPECIALISTS | 12 | 6 | 10 | - |
| AIRBORNE WARNING AND CONTROL SYSTEMS STENOGRAPHER | - | - | - | 3 |
| BASE DOCUMENTATION SPECIALISTS | 6 | 2 | 1 | - |
| BITC SPECIALIST | 20 | 1 | 1 | 3 |
| CLERK TYPIST | 13 | 41 | 34 | 29 |
| COMMAND POST STENOGRAPHER | - | - | - | 3 |
| COMMAND SECTION STENOGRAPHER | - | - | - | 15 |
| COURIER ASSISTANT | 2 | 1 | 1 | - |
| DIRECTORY SERVICES SPECIALIST | 3 | 1 | 1 | 3 |
| DOCUMENT SECURITY SPECIALIST | 9 | 6 | 2 | 6 |
| ENGINEERING DATA SERVICE CENTER SPECIALIST | 2 | - | - | - |
| FORMS DISTRIBUTION SPECIALIST | 14 | 10 | 9 | 3 |
| FORMS MANAGEMENT SPECIALIST | 9 | 10 | 9 | - |
| MICROGRAPHICS PROCESSING SPECIALIST | 1 | - | - | - |
| MOBILE DISTRIBUTION SPECIALIST | 12 | 1 | - | - |
| NCOIC, ADMINISTRATIVE COMMUNICATION | 7 | 5 | 3 | 9 |
| NCOIC, BASE ADMINISTRATION | 2 | 1 | 1 | - |
| NCOIC, BASE DOCUMENTATION | 4 | 1 | - | - |
| NCOIC, BITC | 4 | - | - | - |
| NCOIC, FORMS MANAGEMENT | 5 | 2 | 2 | - |
| NCOIC, MICROGRAPHICS PROCESSING UNIT | 1 | - | - | - |
| NCOIC, PUBLICATIONS AND FORMS MANAGEMENT | 8 | 4 | 2 | - |
| NCOIC, POSTAL SERVICE CENTER | 3 | - | - | - |
| NCOIC, PUBLICATIONS MANAGEMENT | 6 | 3 | 1 | - |
| NCOIC, UNIT MAIL ROOM | 1 | 1 | 1 | - |
| NCOIC, WORD PROCESSING UNIT | 2 | 1 | - | 3 |
| OFFICE OF SPECIAL INVESTIGATIONS STENOGRAPHER | - | - | - | 3 |
| POSTAL SERVICE CENTER SPECIALIST | 8 | - | - | - |
| PROTOCOL SPECIALIST | 1 | 1 | - | 6 |
| PUBLICATIONS AND FORMS MANAGEMENT SPECIALIST | 10 | 12 | 10 | - |
| PUBLICATIONS DISTRIBUTION SPECIALIST | 14 | 9 | 6 | 3 |
| PUBLICATIONS MANAGEMENT SPECIALIST | 8 | 8 | 7 | - |
| RECORDS STAGING AREA SPECIALIST | 3 | 1 | - | - |
| REFERENCE LIBRARY SPECIALIST | 6 | 5 | 4 | - |
| STAFF SUPPORT ADMINISTRATION SUPERVISOR | 4 | 22 | 5 | 21 |
| STAFF SUPPORT ADMINISTRATION SPECIALIST | 5 | 45 | 7 | 24 |
| STENOGRAPHER SPECIALIST | - | - | - | 12 |
| STENOGRAPHER TECHNICIAN | - | - | - | 18 |
| UNIT MAIL ROOM SPECIALIST | 8 | 2 | 3 | - |
| UNIT ORDERLY ROOM SPECIALIST | 1 | 4 | 55 | - |
| UNIT ORDERLY ROOM SUPERVISOR | 1 | 3 | 32 | - |
| WORD PROCESSING SPECIALIST | 2 | 1 | 1 | 9 |
| OTHER | 4 | 7 | 4 | 3 |

* TOTALS ADD TO MORE THAN 100 PERCENT DUE TO MULTIPLE RESPONSES

ANALYSIS OF TASK DIFFICULTY

As mentioned in the Task Factor Administration section earlier in this report, senior 702X0 personnel rated each task in the inventory as to relative difficulty. Tables 24 through 26 list representative tasks having high, average, and low difficulty.

As Table 24 indicates, tasks rated highest in task difficulty involve budget or financial requirements, stenographic functions, micrographics, and training. In addition, supervision tasks and document management tasks were also rated high in difficulty.

As Table 25 shows, tasks having average difficulty cover many functions. These include supervisory tasks, postal and mail room functions, publications tasks, and administrative communications tasks.

Table 26 lists those tasks having the least difficulty rating. Most of these involve routine postal and mail functions, receipt and delivery of messages and administrative communications, and routine office tasks, such as answer telephones and greet visitors.

Job Difficulty Index (JDI)

Table 27 lists the 24 major job groups identified in the JOB STRUCTURE ANALYSIS section in order of their job difficulty index. (See Task Factor Administration section for a detailed description of job difficulty.) Overall, there is a large degree of variation in the difficulty of jobs performed by Administration personnel. JDI values ranged from 2.4 for Receptionists to 21.8 for First-Line Administration Supervisors and NCOICs.

The overall spectrum of jobs within the ladder in terms of difficulty appears to be realistic and appropriate. Most of the supervisory and managerial jobs are found to be the most difficult, as would be expected. Other jobs rated above the average JDI of 13.00 are generally held by more senior level personnel and reflect a higher number of tasks performed than the less difficult jobs.

Conversely, jobs having the lowest difficulty are generally the more routine office jobs, such as Clerk Typists and Receptionists, or specialized jobs, such as Word Processing Specialists and Keypunch Operators. In general, those jobs rated below the average JDI of 13.00 were being performed by lower ranking airmen, over 50 percent of whom are in their first enlistment. The number of tasks performed is also much lower than the higher difficulty jobs.

Thus, in light of the job difficulty indices, airmen entering the career ladder are most likely going to be given a somewhat limited job, such as Clerk Typist or Forms and Publications Distribution, or Special Orders Clerk where the scope of the job is small, performing less than 30 tasks. As airmen progress in the ladder, they most likely will take on more challenging and difficult jobs having a broader scope in terms of number of tasks performed. This type of progression tends to create higher overall job satisfaction within the ladder and tends to better utilize personnel as they progress.

TABLE 24

THE 15 MOST DIFFICULT TASKS AS RATED BY 702X0 RESPONDENTS

| TASKS | TASK DIFFICULTY RATING | PERCENT MEMBERS PERFORMING |
|--|------------------------------|----------------------------------|
| DRAFT BUDGET OR FINANCIAL REQUIREMENTS | 8.27 | 13 |
| DEVELOP RESIDENT COURSE OR CAREER DEVELOPMENT COURSE (CDC) CURRICULUM MATERIALS | 7.81 | 1 |
| WRITE STAFF STUDIES, SURVEYS, OR SPECIAL REPORTS | 7.50 | 10 |
| TAKE VERBATIM DICTATION BY STENOGRAPH | 7.50 | 1 |
| EVALUATE BUDGET OR FINANCIAL REQUIREMENTS | 7.48 | 11 |
| TAKE VERBATIM DICTATION BY STENOGRAPH | 7.33 | 1 |
| TRANSCRIBE STENOGRAPH NOTES | 7.15 | 1 |
| WRITE TEST QUESTIONS | 7.10 | 3 |
| ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP) | 7.07 | 26 |
| TAKE VERBATIM DICTATION BY SHORTHAND | 7.01 | 1 |
| TRANSCRIBE STENOGRAPH DICTATION | 6.89 | 1 |
| TAKE NONVERBATIM DICTATION BY STENOGRAPH | 6.87 | 1 |
| DESIGN BLANK FORMS | 6.81 | 7 |
| PREPARE UNIT EMERGENCY PLANS | 6.81 | 9 |
| PERFORM OPERATOR MAINTENANCE ON MICROGRAPHIC READERS OR PRINTERS | 6.80 | 1 |

TABLE 25

REPRESENTATIVE TASKS RATED AVERAGE IN DIFFICULTY AS RATED BY 702X0 RESONDENTS

| TASKS | TASK DIFFICULTY RATINGS | PERCENT MEMBERS PERFORMING |
|--|-------------------------------|----------------------------------|
| EVALUATE OJT TRAINEES | 5.96 | 13 |
| ESTABLISH REQUIREMENTS FOR MILITARY SPECIFICATIONS AND STANDARDS DATA FILES | 5.86 | 2 |
| PLAN WORK ASSIGNMENTS | 5.81 | 28 |
| PREPARE STATEMENTS OF CHARGES | 5.76 | 1 |
| REVIEW PROPOSED STANDARD PUBLICATION DRAFTS | 5.69 | 11 |
| PREPARE POSTAL EXPENDITURES REPORTS | 5.61 | 3 |
| ESTABLISH DINNER SEATING ARRANGEMENTS | 5.56 | 2 |
| PROCESS INCOMING COURIER MATERIALS IN SHIPMENT TO OTHER LOCATIONS | 5.50 | 2 |
| INDOR E AIRMEN PERFORMANCE REPORTS (APRs) | 5.40 | 9 |
| PREPARE ORDERS OR REQUISITIONS FOR BASE LIBRARY BOOKS | 5.32 | 1 |
| MAINTAIN OFFICIAL GIFT INVENTORIES | 5.26 | 1 |
| LABEL MICROFILM TRANSPARENCIES | 5.15 | 1 |
| MAINTAIN MEAL CARDS CONTROL LOGS | 5.00 | 2 |
| DETERMINE DISPOSITION OF FILING EQUIPMENT | 4.99 | 13 |
| INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 4.88 | 22 |
| MAINTAIN RECORDS ON THE LOCATION OF FURNITURE OR EQUIPMENT | 4.79 | 1 |
| PERFORM OPERATOR CHECKS OF METERING MAILING MACHINES | 4.70 | 4 |
| PROCESS PUBLICATIONS REQUISITIONS TO PDO | 4.64 | 23 |
| REVIEW PUBLICATIONS BULLETINS | 4.56 | 44 |
| MARK DOCUMENTATION IN STAGING AREAS WITH PRIVACY ACT INDICATORS | 4.48 | 2 |
| VERIFY ELIGIBILITY FOR GOOD CONDUCT MEDALS | 4.39 | 8 |
| MAINTAIN SERVICE CALL WORK CONTROL LOGS | 4.29 | 1 |
| DESTROY NONCURRENT DOCUMENTATION | 4.18 | 41 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 4.13 | 36 |
| SCREEN MAIL FOR UNIT TEMPORARY DUTY ASSIGNMENTS | 4.04 | 3 |

TABLE 26

THE 15 LEAST DIFFICULT TASKS AS RATED BY 702X0 RESPONDENTS

| TASKS | TASKS DIFFICULTY RATING | PERCENT MEMBERS PERFORMING |
|---|-------------------------------|----------------------------------|
| DELIV R MESSAGES TO BILLETING OCCUPANTS | 3.00 | 2 |
| CONDU T DAILY SECURITY CHECKS | 3.00 | 50 |
| NOTIF PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 2.99 | 53 |
| OPERATE OFFICE COPY MACHINES | 2.99 | 68 |
| PICK UP MAIL FROM POST OFFICES | 2.94 | 12 |
| RECOR DATE TIME GROUP (DTG) ON MESSAGES | 2.90 | 31 |
| DELIV R POSTAGE SCALES TO PMEL | 2.84 | 2 |
| REMOV LOCK BOX LABELS | 2.81 | 2 |
| GREET VISITORS | 2.80 | 69 |
| DELIV R ADMINISTRATIVE COMMUNICATIONS | 2.77 | 33 |
| TIME-TAMP INCOMING COMMUNICATIONS | 2.76 | 8 |
| POST ARNINGS OR OTHER NOTICES IN PSC LOBBY | 2.72 | 2 |
| DELIV R MAIL TO POST OFFICE | 2.65 | 12 |
| ANSWE TELEPHONES | 1.96 | 95 |

TABLE 27

ADMINISTRATIVE JOBS IN ORDER OF JOB DIFFICULTY INDEX (JDI)

| GROUP | JDI | NUMBER OF TASKS PERFORMED |
|---|------|---------------------------------|
| FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs | 21.8 | 117 |
| ADMINISTRATION MANAGERS | 19.8 | 79 |
| BASE DOCUMENT MANAGERS | 17.1 | 68 |
| NCOICs, OPERATIONS AND PLANS ADMINISTRATION | 16.9 | 70 |
| DOCUMENTATION STORAGE CLERKS | 16.0 | 72 |
| MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS | 15.9 | 77 |
| ADMINISTRATION SUPPLY SPECIALISTS | 14.9 | 66 |
| ADMINISTRATIVE COMMUNICATIONS PERSONNEL | 14.7 | 56 |
| PROTOCOL SPECIALISTS | 13.9 | 54 |
| ADMINISTRATION SECTION SUPERVISORS | 13.9 | 38 |
| PUBLICATIONS PERSONNEL | 13.4 | 55 |
| COURIER ASSISTANTS | 13.2 | 47 |
| ORDERLY ROOM OPERATIONS PERSONNEL | 13.1 | 58 |
| MAIL DISTRIBUTION PERSONNEL | 11.3 | 56 |
| DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT PERSONNEL | 11.0 | 42 |
| CLASSIFIED MATERIALS CLERKS | 10.7 | 38 |
| POSTAL PERSONNEL | 10.6 | 53 |
| BASE SUGGESTION PROGRAM MONITORS | 9.9 | 28 |
| FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL | 8.1 | 23 |
| KEYPUNCH OPERATORS | 8.0 | 12 |
| SPECIAL ORDERS CLERKS | 7.6 | 20 |
| WORD PROCESSING SPECIALISTS | 7.0 | 8 |
| CLERK TYPISTS | 6.3 | 18 |
| RECEPTIONISTS | 2.4 | 10 |

ANALYSIS OF FIRST-TERM JOB RESPONSES

The greatest economic expenditure in the management of any specialty relates to the cost of training personnel to be able to perform the jobs required of them. The purpose of this section of the report is to detail the tasks performed by first-term job incumbents in each of the three primary administrative shreds. The stenographic ladder will not be addressed in this section due to the small size of the first-term sample.

AFS 702X0A

As the information in Table 28 illustrates, the jobs performed by first-term administration management specialists relate primarily to administrative communications, general administrative functions, postal functions, and publications and forms functions. These areas account for an average of approximately 80 percent of the job time for all administration management first-term personnel. These functions are relatively broadly based and appear to indicate that personnel with a duty AFSC of 702X0A have a wide range of responsibilities. However, review of the background information revealed that any single respondent performs an average of only 40 tasks. Thus, we are faced with the problem of a wide range of responsibilities for the incumbents as a whole, but a restricted range of tasks for the individual. The information in Table 29 displays the tasks performed by the greatest percentage of first-term administration management specialists. Table 30 reflects the tasks rated by experienced technicians as requiring the highest emphasis in training. In both tables, the relative difficulty for each task is also displayed.

As the data indicate, those tasks performed by the greatest number of first-term administration management specialists were rated as less than average in difficulty (average being 5.00). It should be noted that of those tasks performed by the largest percentage of 702X0A first-term personnel, only two were performed by as many as 50 percent of the respondents. This is a further indication of the diverse nature of the jobs performed by administration management personnel.

Of the tasks rated as requiring higher or greater emphasis in training, most were performed by less than one-third of the first-term administration management personnel but most were close to average in task difficulty.

AFS 702X0B

For respondents in the staff support administration shred, the information in Table 28 indicates emphasis in duties related to administrative communications, general administrative, publications, and documentation functions. These duties account for an average of approximately 74 percent of the job time for all 702X0B first-term personnel. As with the administration management (702X0A) respondents, the staff support personnel would appear to have a relatively broad base of responsibilities. However, the individual respondent reported performing an average of 43 tasks, thus revealing that while the responsibilities of the shred as a whole may be broad, the functions of the individual tend to be somewhat restricted.

As the information in Table 31 illustrates, the tasks performed by the largest percentage of first-term staff support administration specialists were generally rated as well below average in difficulty. Five of the tasks from this list were also listed on the table reflecting the tasks performed by the largest percentage of administration management specialists (702X0A). However, the percentage of first-term staff support personnel performing the tasks was considerably higher than for the administration management respondents.

Table 32 lists the tasks rated by senior 70270B technicians as highest on the emphasis which should be given in training. The tasks listed were performed by relatively large percentages of first-term staff support personnel, indicating a reasonably high relationship between what most respondents are doing and what tasks were recommended for the greater emphasis in training. Eight of the tasks in Table 32 were also listed among the tasks requiring the greatest emphasis in training for the administration management respondents.

AFS 702X0C

The information in Table 28 indicates the areas of emphasis for orderly room specialists included unit orderly room functions, general administrative functions, administrative communications, and publications functions. These four duties account for an average of 75 percent of the job time expended by first-term orderly room specialists. Review of the background information revealed that any single incumbent reported performing an average of 49 tasks. With orderly room personnel reporting spending approximately one-fourth of their job time performing tasks that are specifically related to the orderly room, the jobs these respondents perform would appear to be somewhat better defined than those jobs performed by members of the other shredouts. Incumbents with a duty AFSC of 702X0C in their first enlistment reported performing an average of 49 tasks.

A review of the tasks performed by the largest percentage of first term orderly room specialists, as shown in Table 33, also indicates their job to be somewhat better defined than jobs of members of the other shredouts discussed above. All of the tasks on Table 33 were performed by 60 percent or more of the respondents, clearly higher than those for the other shreds. It should also be noted that a number of the tasks were the same as those performed by large percentages of respondents in both the administration management and staff support shredouts.

A review of the tasks with the highest recommended training emphasis yielded a large number of tasks specific to the orderly room functions and a surprising number of supervisory tasks (see Table 34). Senior technicians in the orderly room career ladder who rated the tasks agreed that tasks which require the highest training emphasis were those which related to accountable functions (leave and mail cards), discharge actions, and supervisory actions.

Job Interest

An area of further interest in the analysis of responses from first-term job incumbents relates to the indicators of job satisfaction. As the information in Table 35 shows, the responses to the four items were generally positive. Specifically, administration management specialists (702X0A) found their job slightly more interesting than did personnel from the other shredouts. Respondents from the orderly room administration shred (702X0C) generally reported better perceptions of how their talents and training were being utilized. All respondents reported approximately the same level of satisfaction in the sense of accomplishment gained from their jobs. In response to their intention to reenlist, the responses were fairly uniform across all shredouts, with between 43 and 47 percent indicating a positive intent.

Comparison of the responses for administrative personnel to those of first enlistment personnel in career ladders studied in 1978 revealed few areas of substantial difference. Respondents from the staff support (702X0B) and unit orderly room administration (702X0C) shredouts reported a slightly lower level of job interest than the first-term respondents from the 1978 groups. Respondents from the administration management shred (702X0A) reported a lower level of perceived utilization of talents than did respondents from the 1978 sample. In the area of perceived utilization of training, personnel from the unit/orderly room shredout (702X0C) reported substantially higher feelings of being properly utilized than did respondents from the 1978 sample.

Responses in the area of reenlistment intent revealed that personnel from all of the administrative shreds indicated a higher intent to reenlist than that for the respondents from the variety of career ladders sampled during the same relative time period.

TABLE 28

RELATIVE PERCENT TIME SPENT ON DUTIES
BY FIRST-TERM (1-48 MONTHS TAFMS) 702X0 PERSONNEL

| DUTIES: | 702X0A | 702X0B | 702X0C |
|---|--------|--------|--------|
| F PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS | 33 | 25 | 16 |
| E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS | 16 | 25 | 23 |
| K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), O UNIT MAIL ROOM FUNCTIONS | 12 | 1 | 1 |
| G PERFORMING PUBLICATIONS FUNCTIONS | 11 | 14 | 12 |
| H PERFORMING FORMS FUNCTIONS | 10 | 6 | 6 |
| I PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS | 7 | 10 | 7 |
| A ORGANIZING AND PLANNING | 3 | 5 | 6 |
| J PERFORMING CLASSIFIED MATERIAL FUNCTIONS | 2 | 2 | 1 |
| B DIRECTING AND IMPLEMENTING | 2 | 3 | 2 |
| D TRAINING | 1 | 1 | * |
| C INSPECTING AND EVALUATING | 1 | 2 | 2 |
| L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS | 1 | 3 | 24 |
| M PERFORMING STENOGRAPHIC FUNCTIONS | * | * | * |
| R PERFORMING MICROGRAPHICS FUNCTIONS | * | 1 | * |
| O CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICES (AFCOS) MATERIALS | * | * | * |
| Q OPERATING HOUSING AND BILLETING ACTIVITIES | * | 1 | 1 |
| N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS | * | 1 | * |
| P PERFORMING BASE LIBRARY FUNCTIONS | * | * | * |

* LESS THAN ONE PERCENT

TABLE 29
 TOP 16 TASKS PERFORMED BY
 FIRST-TERM ADMINISTRATIVE MANAGEMENT PERSONNEL
 (AFS 702X0A)

| TASKS | PERCENT PERFORMING (1-48 MONTHS) | TASK DIFFICULTY |
|--|--|--------------------|
| ANSWER TELEPHONES | 94 | 1.96 |
| GREET VISITORS | 59 | 2.80 |
| MAINTAIN SUSPENSE FILES | 44 | 3.86 |
| OPERATE OFFICE COPY MACHINES | 44 | 2.99 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 43 | 3.09 |
| CONDUCT DAILY SECURITY CHECKS | 43 | 3.00 |
| SACK MAIL | 40 | 3.08 |
| CONSOLIDATE MAIL SHIPMENTS | 39 | 4.06 |
| PACKAGE UNCLASSIFIED MATERIALS | 38 | 3.25 |
| PICK UP MAIL FROM POST OFFICES | 38 | 2.94 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL | 38 | 3.47 |
| REDIRECT MISSENT OFFICIAL MAIL | 38 | 3.85 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS | 36 | 3.35 |
| APPLY POSTAGE TO CONTAINERS | 35 | 3.43 |
| METER MAIL | 33 | 4.26 |

TABLE 30

TASKS WITH HIGHEST TRAINING EMPHASIS RATING
(AFS 702X0A)

| TASKS | TRAINING EMPHASIS | PERCENT PERFORMING (1-48 MONTHS) | TASK DIFFICULTY |
|---|----------------------|--|--------------------|
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 5.41 | 12 | 6.47 |
| TYPE OFFICIAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 5.29 | 24 | 5.74 |
| DETERMINE WORK PRIORITIES | 5.26 | 27 | 5.57 |
| POST STANDARD PUBLICATIONS, SUCH AS MANUALS OR REGULATIONS | 5.24 | 33 | 4.61 |
| ASSIGN ACCOUNTABLE CONTAINER NUMBERS | 5.12 | 27 | 3.70 |
| PACKAGE CLASSIFIED MATERIALS | 5.12 | 24 | 4.97 |
| ANSWER TELEPHONES | 5.09 | 94 | 1.96 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 5.00 | 17 | 5.75 |
| CONSOLIDATE MAIL SHIPMENTS | 5.00 | 39 | 4.06 |
| DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES | 5.00 | 29 | 4.88 |
| REVIEW PUBLICATIONS BULLETINS | 5.00 | 24 | 4.86 |
| PREPARE FILE GUIDES OR LABELS | 5.00 | 20 | 4.00 |
| POST PUBLICATIONS BULLETINS | 4.97 | 31 | 4.77 |
| GREET VISITORS | 4.82 | 59 | 2.80 |
| TYPEROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 4.74 | 19 | 4.29 |

TABLE 31

TOP 15 TASKS PERFORMED BY
FIRST-TERM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS
(AFS 702X0B)

| TASKS | PERCENT PERFORMING (1-48 MONTHS) | TASK DIFFICULTY |
|--|--|--------------------|
| ANSWER TELEPHONES | 95 | 1.96 |
| OPERATE OFFICE COPY MACHINES | 71 | 2.99 |
| GREET VISITORS | 71 | 2.80 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 70 | 4.94 |
| MAINTAIN SUSPENSE FILES | 67 | 3.86 |
| PREPARE REQUESTS FOR PRINTING OR DUPLICATING SERVICES | 66 | 3.09 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 65 | 4.29 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 64 | 4.61 |
| TYPE BLANK FORMS | 57 | 4.00 |
| PREPARE FILE GUIDES OR LABELS | 53 | 4.00 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 50 | 3.36 |
| FILE DOCUMENTATION | 49 | 4.18 |
| SORT DOCUMENTATION FOR FILING | 46 | 4.16 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 46 | 2.99 |
| POST PUBLICATIONS BULLETINS | 45 | 4.77 |

TABLE 32
 TASKS WITH HIGHEST TRAINING EMPHASIS RATINGS
 (AFS 702X0B)

| TASKS | TRAINING EMPHASIS | PERCENT PERFORMING (1-48 MONTHS) | TASK DIFFICULTY |
|--|----------------------|--|--------------------|
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 6.12 | 40 | 5.75 |
| PREPARE FILE GUIDES OR LABELS | 6.06 | 53 | 4.00 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATION USING MANUAL OR ELECTRIC TYPEWRITERS | 5.83 | 70 | 4.94 |
| POST STANDARD PUBLICATIONS, SUCH AS MANUALS OR REGULATIONS | 5.75 | 64 | 4.61 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 5.60 | 32 | 6.47 |
| MAINTAIN SUSPENSE FILES | 5.58 | 67 | 3.86 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 5.58 | 41 | 5.77 |
| FILE DOCUMENTATION | 5.58 | 49 | 4.18 |
| PREPARE APRs | 5.52 | 30 | 6.30 |
| TYPE THROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 5.50 | 65 | 4.29 |
| REVIEW PUBLICATIONS BULLETINS | 5.35 | 42 | 4.56 |
| ESTABLISH PUBLICATIONS LIBRARIES | 5.02 | 33 | 5.38 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PDO OR CAR LEVELS | 4.96 | 31 | 5.13 |
| ANSWER TELEPHONES | 4.90 | 95 | 1.96 |
| REVIEW PUBLICATION REQUIREMENTS | 4.87 | 37 | 4.93 |

TABLE 33

TOP 15 TASKS PERFORMED BY
FIRST-TERM ORDERLY ROOM SPECIALISTS
(AFS 702X0C)

| TASK | PERCENT PERFORMING (1-48 MONTHS) | TASK DIFFICULTY |
|---|--|--------------------|
| ANSWER TELEPHONES | 95 | 1.96 |
| MAINT. IN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486) | 78 | 4.90 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 73 | 2.99 |
| MAINT. IN MEAL CARD CONTROL LOGS | 73 | 5.00 |
| ISSUE MEAL CARDS | 72 | 4.41 |
| GREET VISITORS | 71 | 2.80 |
| MAINT. IN SUSPENSE FILES | 69 | 3.86 |
| MAINT. IN LOCATER CARD FILES | 68 | 3.32 |
| PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS | 68 | 3.19 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 67 | 4.29 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 66 | 3.09 |
| TYPEROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 65 | 4.29 |
| OPERATE OFFICE COPY MACHINES | 64 | 2.99 |
| SEND SPONSORSHIP KITS OR LETTERS OF WELCOME | 62 | 3.03 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 60 | 4.61 |

TABLE 34
 TASKS WITH HIGHEST TRAINING EMPHASIS RATING
 (AFS 702X0C)

| TASKS | TRAINING EMPHASIS | PERCENT PERFORMING (1-48 MONTHS) | TASK DIFFICULTY |
|---|----------------------|--|--------------------|
| MAINTAIN UNIT LEAVE CONTROL LOGS (AF FORM 1486) | 6.79 | 78 | 4.90 |
| MAINTAIN MEAL CARD CONTROL LOGS | 6.00 | 73 | 5.00 |
| ANNOTATE PERSONNEL DATA ROSTERS | 5.39 | 58 | 4.47 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 5.33 | 34 | 5.75 |
| PREPARE APRs | 5.23 | 36 | 6.30 |
| MAINTAIN SUSPENSE FILES | 5.16 | 69 | 3.86 |
| ISSUE MEAL CARDS | 5.14 | 72 | 4.41 |
| POST STANDARD PUBLICATIONS, SUCH AS MANUALS OR REGULATIONS | 5.09 | 60 | 4.61 |
| ANSWER TELEPHONES | 5.00 | 95 | |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 4.93 | 25 | 6.47 |
| ESTABLISH PUBLICATION LIBRARIES | 4.74 | 32 | 5.38 |
| SUPERVISE APPRENTICE UNIT ORDERLY ROOM ADMINISTRATIVE SPECIALISTS (AFSC 70230C) | 4.63 | 7 | 6.17 |
| COORDINATE ADMINISTRATIVE DISCHARGE OR ARTICLE 15 CORRESPONDENCE WITH STAFF JUDGE ADVOCATE | 4.58 | 27 | 6.30 |
| MATCH PERSONNEL ACTION SOURCE DOCUMENTS WITH OTHER DOCUMENTS, SUCH AS APRs | 4.37 | 30 | 5.31 |
| ASSEMBLE ADMINISTRATIVE DISCHARGE CASE FILES | 4.35 | 39 | 6.31 |

TABLE 35

JOB SATISFACTION INDICATORS FOR FIRST-TERM (1-48 MONTHS TAFMS) RESPONDENTS

| | <u>702X0A</u> | <u>702X0B</u> | <u>702X0C</u> | <u>COMPARATIVE SAMPLE*</u> |
|--|---------------|---------------|---------------|--------------------------------|
| <u>JOB INTEREST:</u> | | | | |
| DULL | 19 | 24 | 22 | 16 |
| SO SO | 25 | 23 | 21 | 18 |
| INTERESTING | 56 | 53 | 57 | 63 |
| NO RESPONSE | 0 | 0 | 0 | 3 |
| <u>UTILIZATION OF TALENTS:</u> | | | | |
| VERY LITTLE OR NOT AT ALL | 43 | 33 | 26 | 31 |
| FAIRLY WELL OR VERY WELL | 53 | 59 | 66 | 61 |
| EXCELLENTLY OR PERFECTLY | 4 | 8 | 8 | 7 |
| NO RESPONSE | 0 | 0 | 0 | 1 |
| <u>UTILIZATION OF TRAINING:</u> | | | | |
| VERY LITTLE OR NOT AT ALL | 27 | 24 | 15 | 25 |
| FAIRLY WELL OR VERY WELL | 67 | 65 | 71 | 64 |
| EXCELLENTLY OR PERFECTLY | 6 | 11 | 14 | 10 |
| NO RESPONSE | 0 | 0 | 0 | 1 |
| <u>SATISFIED WITH SENSE OF ACCOMPLISHMENT GAINED FROM JOB:</u> | | | | |
| DISSATISFIED | 27 | 26 | 26 | ** |
| NEITHER SATISFIED OR DISSATISFIED | 15 | 17 | 14 | ** |
| SATISFIED | 58 | 57 | 60 | ** |
| <u>INTENT TO REENLIST:</u> | | | | |
| YES OR PROBABLY YES | 43 | 47 | 46 | 37 |
| NO OR PROBABLY NO | 57 | 53 | 54 | 60 |
| NO RESPONSE | 0 | 0 | 0 | 3 |

* COMPARATIVE SAMPLE DATA GATHERED FROM ALL LADDERS SURVEYED IN 1978

** NOT AVAILABLE

CONUS - OVERSEAS COMPARISONS

Administration Management - DAFSC 70250A

The survey sample contained 334 personnel with a duty AFSC of 70250A. Of these respondents, 265, or 79 percent, were assigned to CONUS locations. Table 36 contains information on a number of background items for CONUS and overseas personnel in each shred in the Administration ladder and in the Stenographic ladder. As the information in Table 36 shows, administration management specialists assigned overseas perform a slightly higher number of tasks than their CONUS counterparts. A review of the task information in Table 37 indicates overseas administration management personnel expend slightly more job time performing tasks related to administrative communications, documentation functions, and classified material functions. On the other hand, administration management specialists assigned to CONUS locations spent slightly more job time performing tasks related to directory services, postal service center or unit mail room functions, general administrative functions, and organizing and planning. Thus, only minor differences were found between the two groups.

Staff Support Administration - DAFSC 70250B

The survey sample included 1,819 personnel with a duty AFSC of 70250B. Of this group, 1,395, or 77 percent, were assigned to CONUS locations. The information in Table 36 indicates that those 702X0B respondents assigned to overseas locations performed, on the average, eight more tasks than did personnel assigned to CONUS locations. Task-wise, staff support administration specialists assigned to CONUS locations spend slightly more of their job time performing tasks related to general administration functions and organizing and planning activities, while those assigned overseas spend slightly more job time performing tasks related to classified and Armed Forces Courier Services materials (see Table 38). Overall, only very minor differences were found.

Unit or Orderly Room Administration Specialists - DAFSC 70250C

The survey population contained 504 respondents with a duty AFSC of 70250C. Of these respondents, 386, or 77 percent, were assigned to CONUS locations. No practical differences between those assigned to the two locations were found, either in terms of background information or task differences (see Table 39).

Stenographic Personnel - DAFSC 702X1

The survey sample included only 34 respondents from the stenographic specialty. The number was so small that all were used for the CONUS versus overseas analysis. Of the 34 respondents, 18, or 53 percent, were assigned to CONUS locations. A review of the background information (see Table 36) indicated that stenographic personnel assigned overseas performed more tasks on the average and appeared to feel that their job utilized their talents and training somewhat better than their CONUS counterparts.

A review of the task information indicated personnel assigned to CONUS locations expended more job time performing general administration functions while personnel assigned overseas expended slightly greater percentages of their job time performing tasks related to administrative communications, protocol or escort functions, and classified material functions (see Table 40). Neither group expended a large segment of their job time performing stenographic functions.

Summary

Table 41 presents the percent time spent on duties for CONUS and overseas 702X0/1 personnel and further indicates the similarity between CONUS and overseas personnel in the present study. Overall, the CONUS-Overseas comparisons indicate no major differences exist between 702X0 and 702X1 personnel stationed in the CONUS or overseas.

TABLE 36

BACKGROUND INFORMATION FOR ADMINISTRATION AND STENOGRAPHIC
CONUS - OVERSEAS COMPARISONS

| | 702X0A | | 702X0B | | 702X0C | | 702X1 | |
|---|--------|----------|--------|----------|--------|----------|-------|----------|
| | CONUS | OVERSEAS | CONUS | OVERSEAS | CONUS | OVERSEAS | CONUS | OVERSEAS |
| AVERAGE NUMBER OF TASKS PERFORMED | 44 | 54 | 48 | 56 | 60 | 59 | 42 | 49 |
| SEX: | | | | | | | | |
| MALE | 73% | 74% | 65% | 67% | 68% | 64% | 33% | 56% |
| FEMALE | 27% | 26% | 35% | 33% | 32% | 36% | 67% | 44% |
| JOB INTEREST: | | | | | | | | |
| DULL | 18% | 15% | 22% | 23% | 21% | 19% | 22% | 6% |
| SO-SO | 21% | 32% | 23% | 25% | 23% | 30% | 17% | 50% |
| INTERESTING | 61% | 53% | 55% | 52% | 56% | 51% | 61% | 44% |
| JOB UTILIZES TALENTS: | | | | | | | | |
| VERY LITTLE OR NOT AT ALL | 36% | 36% | 32% | 32% | 25% | 25% | 61% | 37% |
| FAIRLY WELL OR PERFECTLY | 64% | 64% | 68% | 68% | 75% | 75% | 39% | 63% |
| JOB UTILIZES TRAINING: | | | | | | | | |
| VERY LITTLE OR NOT AT ALL | 29% | 23% | 27% | 30% | 18% | 18% | 67% | 44% |
| FAIRLY WELL OR PERFECTLY | 71% | 77% | 73% | 70% | 82% | 82% | 33% | 56% |
| SATISFIED WITH SENSE OF ACCOMPLISHMENT GAINED FROM WORK: | | | | | | | | |
| DISSATISFIED | 22% | 24% | 28% | 27% | 28% | 24% | 39% | 31% |
| NEITHER SATISFIED OR DISSATISFIED | 16% | 26% | 15% | 15% | 13% | 20% | 11% | 6% |
| SATISFIED | 62% | 50% | 57% | 58% | 59% | 56% | 50% | 63% |

TABLE 37

TASKS BEST DIFFERENTIATING 702X0A
CONUS AND OVERSEAS PERSONNEL

| TASKS | 702X0A PERCENT PERFORMING | |
|---|------------------------------|----------|
| | CONUS | OVERSEAS |
| PACKAGE CLASSIFIED MATERIALS | 19 | 38 |
| ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES | 12 | 30 |
| OPEN REGISTERED POUCHES | 24 | 42 |
| PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS | 26 | 43 |
| SACK MAIL | 33 | 49 |
| ----- | | |
| CHANGE LOCK BOX COMBINATIONS | 17 | 1 |
| DEVELOP WORK METHODS OR PROCEDURES | 32 | 18 |
| PLACE PARCEL POST AND ACCOUNTABLE MAIL IN LOCK BOXES | 14 | 0 |
| DELIVER GENERAL DELIVERY MAIL TO PATRONS | 18 | 4 |
| LABEL LOCK BOXES WHOSE HOLDERS ARE ON TEMPORARY DUTY OR OTHER ABSENCES | 14 | 1 |

TABLE 38

TASKS BEST DIFFERENTIATING 702X0B
CONUS AND OVERSEAS PERSONNEL

| TASKS | 702X0B PERCENT PERFORMING | |
|--|------------------------------|----------|
| | CONUS | OVERSEAS |
| CONDUCT DAILY SECURITY CHECKS | 42 | 55 |
| DESTROY CLASSIFIED MATERIALS OR WASTE | 23 | 37 |
| MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS | 16 | 28 |
| PREPARE RECEIPTS FOR CLASSIFIED MATERIALS | 18 | 29 |
| ASSIGN ACCOUNTABLE CONTAINER NUMBERS | 15 | 27 |

TABLE 39
TASKS BEST DIFFERENTIATING 702X0C
CONUS AND OVERSEAS PERSONNEL

| TASKS | 702X0C PERCENT PERFORMING | |
|---|------------------------------|----------|
| | CONUS | OVERSEAS |
| MAINTAIN LOCATOR CARD FILES | 74 | 57 |
| MAINTAIN BASE AUTO DECAL RECORDS | 23 | 8 |
| SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING | 64 | 53 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 48 | 38 |
| PROCESS BLANK FORMS REQUISITIONS TO PDO | 33 | 24 |
| ----- | | |
| SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL | 12 | 24 |
| OPEN REGISTERED POUCHES | 10 | 20 |
| EXPLAIN USE OF PUBLICATIONS LIBRARIES TO PATRONS | 24 | 34 |
| RECOVER MEMBER OR DEPENDENT ID CARDS FROM PERSONNEL | | |
| RECEIVING ADMINISTRATIVE DISCHARGES | 23 | 31 |
| ANSWER ADMINISTRATIVE ORDERS INQUIRIES | 24 | 32 |

TABLE 40
TASKS BEST DIFFERENTIATING 702X1
CONUS AND OVERSEAS PERSONNEL

| TASKS | 702X1 PERCENT PERFORMING | |
|--|-----------------------------|----------|
| | CONUS | OVERSEAS |
| SORT COMMUNICATIONS OTHER THAN IN BASE INFORMATION | | |
| TRANSFER CENTER (BITC) | 6 | 44 |
| COMPARE ADMINISTRATIVE ORDERS | 6 | 38 |
| MAKE BILLETING ARRANGEMENTS | 6 | 38 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH | | |
| ACTION OFFICES | 28 | 56 |
| AUTHORIZE TOLL OR COLLECT TELEPHONE CALLS | 17 | 44 |
| ----- | | |
| TAKE NONVERBATIM DICTATION BY SHORTHAND | 44 | 13 |
| TRANSCRIBE SHORTHAND NOTES | 50 | 31 |
| PREPARE FILE GUIDES OR LABELS | 56 | 37 |
| COORDINATE PUBLICATIONS MANUSCRIPT CONTENTS WITH | | |
| INTERESTED PARTIES | 17 | 0 |
| PACKAGE PUBLICATIONS FOR SHIPMENT | 17 | 0 |

TABLE 41

AVERAGE JOB
CONUS - OVERSEAS COMPARISONS
(PERCENT TIME SPENT)

| DUTY | 70250A | | 70250B | | 70250C | | 702X1 | |
|---|--------|----------|--------|----------|--------|----------|-------|----------|
| | CONUS | OVERSEAS | CONUS | OVERSEAS | CONUS | OVERSEAS | CONUS | OVERSEAS |
| F PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS | 29 | 37 | 23 | 24 | 16 | 18 | 29 | 34 |
| E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS | 16 | 13 | 22 | 19 | 19 | 18 | 27 | 19 |
| G PERFORMING PUBLICATIONS FUNCTIONS | 13 | 13 | 13 | 13 | 10 | 12 | 4 | 5 |
| K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS | 10 | 4 | 1 | 1 | 1 | 1 | * | 1 |
| H PERFORMING FORMS FUNCTIONS | 10 | 10 | 6 | 6 | 5 | 5 | 3 | 1 |
| I PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS | 5 | 7 | 12 | 13 | 9 | 8 | 10 | 9 |
| A ORGANIZING AND PLANNING | 5 | 3 | 6 | 5 | 7 | 6 | 7 | 7 |
| B DIRECTING AND IMPLEMENTING | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 5 |
| C INSPECTING AND EVALUATING | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 4 |
| J PERFORMING CLASSIFIED MATERIAL FUNCTIONS | 2 | 4 | 3 | 6 | 1 | 1 | 3 | 7 |
| D TRAINING | 2 | 2 | 2 | 1 | 2 | 1 | 2 | 2 |
| L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS | 1 | * | 2 | 2 | 23 | 21 | 1 | - |
| R PERFORMING MICROGRAPHICS FUNCTIONS | 1 | * | * | * | * | * | - | - |
| O CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICE (ARECOS) MATERIALS | 1 | 1 | * | 2 | * | * | - | - |
| N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS | * | * | 1 | 1 | 1 | * | 1 | 6 |
| Q OPERATING HOUSING AND BILLETING ACTIVITIES | * | * | * | * | * | * | * | - |
| M PERFORMING STENOGRAPHIC FUNCTIONS | * | * | * | * | * | * | 5 | 2 |
| P PERFORMING BASE LIBRARY FUNCTIONS | * | * | * | * | * | * | * | * |

* LESS THAN ONE PERCENT

SPECIAL ANALYSIS: PHYSICAL EXERTION

In an attempt to aid in the establishing of physical requirements for jobs within the Administration career ladder, survey respondents were asked to indicate how often they lift, without assistance, a variety of containers or materials. Respondents were asked how often, on a six point ordinal scale: (1) not at all; (2) less than once a month; (3) about once a month; (4) about once every two weeks; (5) few times each week; (6) several times a day. They reported lifting of mailbags (maximum weight about 70 pounds), correspondence boxes, records staging area boxes of records, bulk forms or publications, or IBM card boxes.

Table 42 reflects the responses by shredout. The data indicate that the majority of respondents do not lift any of the items listed with a great degree of frequency. Personnel in the Administration Management (AFS 702X0A) shred indicated a slightly larger percentage were lifting mailbags, correspondence boxes, bulk forms, and publications than respondents from the other shredouts. A substantial number of respondents from the staff support (AFS 702X0B) and unit orderly room administration (AFS 702X0C) shredouts indicated lifting bulk forms or publications. However, when viewed from the perspective of the total career ladder, there was no instance of more than 30 percent of members of any shredout frequently (defined as a few times a week to several times a day) lifting containers.

To further assess the physical requirements of the jobs administration personnel perform, the responses were analyzed from the perspective of each of the 24 job groups identified in the job structure analysis. In an attempt to simplify the responses, the scale was reduced to three response positions: never; infrequently (less than once a month to about once every two weeks); and, frequently (a few times a week to several times a day).

Table 43 presents a consolidation of the responses to the frequency with which job incumbents lift a variety of heavy containers. Of the 24 job groups identified, there were seven job groups where 50 percent or more of the incumbents indicated they lifted one or a number of the designated containers.

Over 60 percent of three groups, Administrative Supply Specialists, Publications Personnel, and Forms and Publications Distribution Personnel, reported lifting boxes of bulk forms or publications either frequently or infrequently (see Table 43). Also, 57 percent of the Base Document Managers job group reported lifting boxes of records either frequently or infrequently (see Table 43). Fifty-nine percent of the Postal Personnel reported lifting mailbags frequently and another seven percent reported lifting them infrequently. Mail Distribution Personnel reported lifting both mailbags and correspondence boxes. Sixty-six percent of the Mail Distribution Personnel reported lifting mailbags frequently while 53 percent reported lifting correspondence boxes frequently while 53 percent reported lifting correspondence boxes frequently. Also, 53 percent of the First-Line Administration Supervisors and NCOICs reported lifting bulk forms or publications. While incumbents in many of the remaining 18 job groups reported lifting the designated containers, only the previous seven job groups reported substantial lifting actions.

In summary, looking at 702X0 physical exertion, a majority of administration personnel are not involved in substantial lifting activities. Only 30 percent of the 702X0A incumbents reported lifting mailbags and other containers and fewer 702X0 B- and C-shred incumbents reported any lifting activities. Furthermore, only seven job groups identified in the career ladder structure indicated substantial lifting activities.

TABLE 42

PHYSICAL EXERTION - BY CAREER LADDER SHREDOUT

| <u>ADMINISTRATION MANAGEMENT</u> <u>(DAFSC 702X0A):</u> | <u>PERCENT RESPONDING</u> | | | | |
|---|---------------------------|----------------|----------------|-------------|-------------|
| | <u>MAIL</u> | <u>CORRES.</u> | <u>RECORDS</u> | <u>BULK</u> | <u>CARD</u> |
| DO NOT LIFT | 58 | 56 | 78 | 49 | 69 |
| LESS THAN ONCE A MONTH | 2 | 5 | 5 | 2 | 4 |
| ABOUT ONCE A MONTH | 2 | 2 | 3 | 5 | 4 |
| ABOUT ONCE EVERY TWO WEEKS | 3 | 3 | 2 | 11 | 4 |
| FEW TIMES EACH WEEK | 9 | 13 | 2 | 12 | 8 |
| SEVERAL TIMES A DAY | 21 | 16 | 2 | 17 | 4 |
| NO RESPONSE | 5 | 5 | 8 | 4 | 7 |
| | | | | | |
| <u>STAFF SUPPORT ADMINISTRATION</u> <u>(DAFSC 702X0B):</u> | | | | | |
| DO NOT LIFT | 83 | 69 | 86 | 59 | 81 |
| LESS THAN ONCE A MONTH | 2 | 5 | 5 | 4 | 3 |
| ABOUT ONCE A MONTH | 2 | 5 | 2 | 15 | 4 |
| ABOUT ONCE EVERY TWO WEEKS | 1 | 5 | 1 | 9 | 1 |
| FEW TIMES EACH WEEK | 4 | 8 | 1 | 6 | 3 |
| SEVERAL TIMES A DAY | 3 | 4 | * | 2 | 1 |
| NO RESPONSE | 5 | 4 | 5 | 5 | 7 |
| | | | | | |
| <u>UNIT ORDERLY ROOM ADMINISTRATION</u> <u>(DAFSC 702X0C):</u> | | | | | |
| DO NOT LIFT | 83 | 74 | 88 | 57 | 88 |
| LESS THAN ONCE A MONTH | 2 | 5 | 2 | 4 | 2 |
| ABOUT ONCE A MONTH | 2 | 4 | 1 | 18 | 2 |
| ABOUT ONCE EVERY TWO WEEKS | 1 | 2 | * | 9 | * |
| FEW TIMES EACH WEEK | 5 | 6 | * | 5 | * |
| SEVERAL TIMES A DAY | 1 | 2 | 0 | 1 | * |
| NO RESPONSE | 6 | 7 | 7 | 6 | 7 |

* LESS THAN ONE PERCENT

TABLE 4

CONTAINER MOVEMENT BY CAREER LADDER STRUCTURE JOB GROUPS

| JOB GROUPS | MAILBAGS | | | CORRESPONDENCE BOXES | | | TELETYPE BOXES | | | BULK FORMS OR PUBLICATIONS | | | CARD BOXES | | |
|---|----------|----|----|----------------------|----|----|----------------|----|----|----------------------------|----|----|------------|----|----|
| | N | I | F | N | I | F | N | I | F | N | I | F | N | I | F |
| ORDERLY ROOM OPERATIONS PERSONNEL | 86 | 4 | 3 | 76 | 11 | 6 | 89 | 4 | 1 | 58 | 33 | 4 | 89 | 3 | 1 |
| DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT | 85 | 4 | 5 | 73 | 13 | 9 | 8 | 6 | 1 | 57 | 31 | 7 | 81 | 11 | 3 |
| FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs | 75 | 9 | 11 | 52 | 21 | 24 | 83 | 12 | 1 | 43 | 31 | 17 | 77 | 11 | 5 |
| MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS | 90 | 2 | 3 | 58 | 20 | 17 | 87 | 7 | 1 | 56 | 34 | 19 | 83 | 8 | 4 |
| NCOICs, OPERATIONS AND PLANS ADMINISTRATION | 77 | 6 | 9 | 72 | 11 | 11 | 8 | 6 | 0 | 76 | 14 | 2 | 85 | 5 | 2 |
| DOCUMENTATION STORAGE CLERKS | 73 | 18 | 9 | 94 | 9 | 27 | 3 | 17 | 9 | 55 | 36 | 9 | 91 | 9 | 0 |
| ADMINISTRATIVE COMMUNICATIONS PERSONNEL | 82 | 6 | 8 | 69 | 16 | 16 | 89 | 11 | 0 | 62 | 30 | 4 | 77 | 12 | 8 |
| ADMINISTRATION MANAGERS | 78 | 9 | 8 | 67 | 11 | 18 | 8 | 7 | 9 | 65 | 21 | 9 | 82 | 9 | 5 |
| ADMINISTRATIVE SUPPLY SPECIALISTS | 63 | 6 | 17 | 44 | 18 | 23 | 75 | 13 | 0 | 25 | 50 | 13 | 63 | 13 | 13 |
| PUBLICATIONS PERSONNEL | 72 | 7 | 14 | 60 | 10 | 23 | 69 | 6 | 1 | 29 | 41 | 28 | 65 | 19 | 10 |
| PROTOCOL SPECIALISTS | 93 | 3 | 2 | 86 | 3 | 9 | 97 | 2 | 0 | 84 | 0 | 1 | 98 | 0 | 0 |
| BASE DOCUMENT MANAGERS | 93 | 2 | 0 | 74 | 10 | 14 | 33 | 39 | 28 | 86 | 9 | 0 | 86 | 2 | 7 |
| CLASSIFIED MATERIALS CLERKS | 82 | 5 | 8 | 67 | 14 | 14 | 92 | 2 | 1 | 70 | 18 | 7 | 86 | 5 | 4 |
| ADMINISTRATION SECTION SUPERVISORS | 86 | 7 | 5 | 78 | 10 | 9 | 91 | 7 | 0 | 83 | 8 | 5 | 91 | 2 | 1 |
| SPECIAL ORDERS CLERKS | 78 | 11 | 8 | 84 | 2 | 11 | 89 | 8 | 0 | 70 | 22 | 5 | 92 | 5 | 0 |
| CLERK TYPISTS | 86 | 4 | 4 | 79 | 16 | 5 | 89 | 5 | 0 | 66 | 24 | 6 | 83 | 6 | 5 |
| BASE SUGGESTION PROGRAM MONITORS | 100 | 0 | 0 | 95 | 5 | 0 | 90 | 10 | 0 | 75 | 25 | 0 | 100 | 0 | 0 |
| RECEPTIONISTS | 87 | 2 | 6 | 85 | 6 | 4 | 88 | 4 | 2 | 82 | 8 | 5 | 87 | 5 | 2 |
| FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL | 71 | 3 | 11 | 65 | 9 | 18 | 85 | 2 | 3 | 31 | 13 | 0 | 58 | 13 | 25 |
| MAIL DISTRIBUTION PERSONNEL | 31 | 2 | 6 | 34 | 16 | 53 | 74 | 15 | 3 | 47 | 13 | 3 | 63 | 13 | 18 |
| POSTAL PERSONNEL | 33 | 7 | 59 | 64 | 11 | 21 | 86 | 7 | 3 | 26 | 7 | 3 | 69 | 9 | 18 |
| COURIER ASSISTANTS | 75 | 10 | 15 | 80 | 0 | 29 | 90 | 5 | 5 | 90 | 3 | 7 | 85 | 5 | 19 |
| KEYPUNCH OPERATORS | 83 | 10 | 0 | 83 | 3 | 6 | 83 | 3 | 7 | 87 | 7 | 6 | 83 | 7 | 7 |
| WORD PROCESSING SPECIALISTS | 92 | 8 | 0 | 92 | 8 | 3 | 92 | 8 | 0 | 100 | 0 | 0 | 100 | 0 | 0 |

N = NEVER

F = FREQUENTLY (A FEW TIMES A WEEK TO SEVERAL TIMES A DAY)

I = INFREQUENTLY (LESS THAN ONCE A MONTH TO ABOUT ONCE EVERY TWO WEEKS)

IMPLICATIONS

Historically, the Administration career ladder has always encompassed a broad area of responsibility. In this occupational survey, a highly diverse career ladder structure was again found, with 24 major job groups covering 49 areas of responsibility being reported. Jobs performed by career ladder respondents ranged from fairly routine jobs, such as clerk typist, receptionist, and keypunch operator, to more involved jobs relating to distribution functions at Base Information Transfer Centers (BITCs), postal functions at unit mail rooms and Postal Service Centers (PSCs), forms and publications functions at both unit level and at Publication Distribution Offices (PDOs), unit orderly room functions, and documentation functions at both unit level and at base records staging areas. In addition, Administration personnel were also found in more specialized jobs, such as courier assistant, protocol specialist, and base suggestion program monitor.

Although there are a diverse number of jobs within the ladder, some progress is apparent in delineation of job responsibilities within the career ladder. The creation of three shredouts in 1977 appears to have given better structure to the ladder in that jobs performed by A- and C-shredout personnel are better outlined and are not overly diverse in nature. It is primarily in the B-shredout where personnel perform the most diverse number of jobs of the three shredouts. In addition, these jobs tend to overlap somewhat with functions that are handled predominately by A- and C-shredout personnel. Thus, some classification action may be necessary to further refine the scope and responsibilities of the B-shredout. Several alternatives are discussed in the JOB STRUCTURE ANALYSIS section of this report.

Career ladder documents such as the AFR 39-1 Specialty Descriptions and the new tentative Specialty Training Standards (STS) currently being staffed were examined in light of the survey data and were found to be accurate reflections of jobs and tasks performed by personnel in each of the three shredouts. Only minor refinements were warranted.

Training documents for each of the shredout courses were also reviewed against the survey data. In general, the various resident courses cover the job functions being performed in each shredout. Thus, training of airmen for their first job appears to be relevant and cost effective.

In conclusion, this occupational survey has found the Administration career ladder to be highly diverse but better organized in job structure than it was prior to 1977. Career ladder documents appear to be accurate in describing the jobs performed within each shredout, and training appears to be realistic. The only problem concerns the continued diversity of the B-shredout. Possible management and/or classification actions may need to be taken to resolve some of this diversity. However, it may be realistic to wait a few more years before taking any type of action in order to let the three-shredout configuration further stabilize.

APPENDIX A

REPRESENTATIVE TASKS PERFORMED BY CLUSTERS AND JOB TYPE GROUPS

TABLE I
ORDERLY ROOM OPERATIONS CLUSTER
(GRP168)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 96 |
| MAINTAIN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486) | 87 |
| MAINTAIN MEAL CARD CONTROL LOGS | 85 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 84 |
| ISSUE MEAL CARDS | 84 |
| PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS | 82 |
| MAINTAIN SUSPENSE FILES | 79 |
| GREET VISITORS | 76 |
| RECOVER MEAL CARDS | 74 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 74 |
| MAINTAIN LOCATOR CARD FILES | 74 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 73 |
| SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING | 70 |
| ANNOTATE PERSONNEL DATA ROSTERS | 69 |
| SEND SPONSORSHIP KITS OR LETTERS OF WELCOME | 69 |
| TYPE THROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 68 |
| OPERATE OFFICE COPY MACHINES | 67 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 61 |
| TYPE BLANK FORMS | 58 |
| CONSOLIDATE PERSONNEL STATUS REPORT DATA | 58 |
| IDENTIFY NO-SHOWS AT COMMANDER'S CALL | 57 |
| ASSEMBLE ADMINISTRATIVE DISCHARGE CASE FILES | 55 |
| PERFORM WEIGHT CHECKS OF PERSONNEL | 54 |
| SCHEDULE LEAVES OR PASSES | 54 |

TABLE Ia
ORDERLY ROOM CLERKS
(GRP302)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 94 |
| MAINTAIN MEAL CARD CONTROL LOGS | 92 |
| ISSUE MEAL CARDS | 88 |
| MAINTAIN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486) | 85 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 79 |
| PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS | 72 |
| MAINTAIN SUSPENSE FILES | 70 |
| RECOVER MEAL CARDS | 70 |
| GREET VISITORS | 69 |
| MAINTAIN LOCATOR CARD FILES | 68 |
| SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING | 63 |
| SEND SPONSORSHIP KITS OR LETTERS OF WELCOME | 63 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 61 |
| OPERATE OFFICE COPY MACHINES | 61 |
| ANNOTATE PERSONNEL DATA ROSTERS | 56 |
| TYPE ENOUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 54 |
| IDENTIFY NO-SHOWS AT COMMANDER'S CALLS | 52 |
| PERFORM WEIGHT CHECKS OF PERSONNEL | 50 |
| TYPE BLANK FORMS | 48 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 48 |
| MAINTAIN RECORD OF DUTY FORMS (AF FORM 219) | 47 |
| CONSOLIDATE PERSONNEL STATUS REPORT DATA | 46 |
| SCHEDULE LEAVES OR PASSES | 43 |
| ASSIGN SPONSORS FOR NEWLY ASSIGNED PERSONNEL | 43 |
| ASSEMBLE ADMINISTRATIVE DISCHARGE CASE FILES | 40 |

TABLE 1b
ORDERLY ROOM ADMINISTRATIVE CLERKS
(GRP294)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 97 |
| MAINTAIN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486) | 90 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 88 |
| PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS | 87 |
| MAINTAIN MEAL CARD CONTROL LOGS | 85 |
| ISSUE MEAL CARDS | 84 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 83 |
| MAINTAIN SUSPENSE FILES | 82 |
| GREET VISITORS | 79 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 79 |
| RECOVER MEAL CARDS | 78 |
| MAINTAIN LOCATOR CARD FILES | 77 |
| ANNOTATE PERSONNEL DATA ROSTERS | 76 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 75 |
| SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING | 74 |
| SEND SPONSORSHIP KITS OR LETTERS OF WELCOME | 74 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 73 |
| OPERATE OFFICE COPY MACHINES | 70 |
| PREPARE FILE GUIDES OR LABELS | 70 |
| CONSOLIDATE PERSONNEL STATUS REPORT DATA | 65 |
| TYPE BLANK FORMS | 64 |
| FILE DOCUMENTATION | 63 |
| ASSEMBLE ADMINISTRATIVE DISCHARGE CASE FILES | 61 |
| DETERMINE WORK PRIORITIES | 61 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 61 |

TABLE Ic
ORDERLY ROOM NCOICs
(GRP359)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 100 |
| DETERMINE WORK PRIORITIES | 100 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 93 |
| SUPERVISE UNIT ORDERLY ROOM ADMINISTRATION SPECIALISTS (AFSC 70250C) | 86 |
| MAINTAIN TRAINING RECORDS, CHARTS, OR GRAPHS | 86 |
| COUNSEL TRAINEES ON TRAINING PROGRESS | 86 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 86 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 79 |
| MAINTAIN SUSPENSE FILES | 79 |
| GREET VISITORS | 79 |
| SUPERVISE APPRENTICE UNIT ORDERLY ROOM ADMINISTRATION SPECIALISTS (AFSC 70230C) | 71 |
| TYPE FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 71 |
| INITIALIZE PERSONNEL ACTION REQUESTS | 71 |
| PLAN WORK ASSIGNMENTS | 71 |
| SCHEDULE LEAVES OR PASSES | 71 |
| ASSIGN PERSONNEL TO DUTY POSITIONS | 71 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 64 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 64 |
| COORDINATE ADMINISTRATIVE DISCHARGES WITH CONSOLIDATED BASE PERSONNEL OFFICE (CBPO) | 64 |
| CONDUCT OJT | 64 |
| PREPARE APRs | 64 |
| PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS | 64 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 64 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 64 |
| REVIEW REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 64 |

TABLE II
DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT CLUSTER
(GRP183)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 95 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 85 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 83 |
| MAINTAIN SUSPENSE FILES | 81 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 79 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 79 |
| OPERATE OFFICE COPY MACHINES | 76 |
| GREET VISITORS | 76 |
| PREPARE FILE GUIDES OR LABELS | 72 |
| FILE DOCUMENTATION | 68 |
| SORT DOCUMENTATION FOR FILING | 64 |
| TYPE BLANK FORMS | 63 |
| REVIEW PUBLICATIONS BULLETINS | 59 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 58 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 57 |
| POST PUBLICATIONS BULLETINS | 55 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 55 |
| REVIEW PUBLICATIONS REQUIREMENTS | 54 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 52 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 51 |
| DESTROY NONCURRENT DOCUMENTATION | 49 |
| PREPARE CROSS-REFERENCE SHEET FORMS (DD FORM 334) | 47 |
| DETERMINE WORK PRIORITIES | 46 |

TABLE IIa
 FUNCTIONAL UNIT ADMINISTRATIVE CLERKS
 (GRP714)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 96 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 96 |
| TYPE UP FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 85 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 82 |
| REVIEW PUBLICATIONS BULLETINS | 81 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 76 |
| POST PUBLICATION BULLETINS | 75 |
| MAINTAIN SUSPENSE FILES | 74 |
| FILE DOCUMENTATION | 73 |
| PREPARE FILE GUIDES OR LABELS | 66 |
| OPERATE OFFICE COPY MACHINES | 66 |
| REVIEW PUBLICATIONS REQUIREMENTS | 65 |
| SORT DOCUMENTATION FOR FILING | 63 |
| GREET VISITORS | 63 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 58 |
| TYPE BLANK FORMS | 54 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS | 50 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLANS FORMS (AF FORM 80) | 48 |
| PREPARE BLANK FORM REQUISITIONS | 45 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 43 |
| PREPARE CROSS-REFERENCE SHEET FORMS (DD FORM 334) | 43 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 42 |
| DESTROY NONCURRENT DOCUMENTATION | 41 |
| MAINTAIN LOCATOR CARD FILES | 37 |

TABLE IIb
PUBLICATIONS CLERKS
(GRP1206)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 99 |
| ANSWER TELEPHONES | 97 |
| REVIEW PUBLICATION BULLETINS | 94 |
| POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS | 93 |
| DISTRIBUTE PUBLICATIONS | 93 |
| MAINTAIN SUSPENSE FILES | 90 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 89 |
| OPERATE OFFICE COPY MACHINES | 86 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 86 |
| POST PUBLICATION BULLETINS | 86 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 84 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAL LEVELS | 81 |
| GREET VISITORS | 79 |
| MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS | 77 |
| PREPARE BLANK FORMS REQUISITIONS | 71 |
| MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784) | 70 |
| PROCESS BLANK FORM REQUISITIONS TO PDO | 70 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 70 |
| PROCESS PUBLICATIONS REQUISITIONS TO PDO | 66 |
| TYPE BLANK FORMS | 64 |
| FILE DOCUMENTATION | 61 |
| EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS | 61 |
| CONDUCT DAILY SECURITY CHECKS | 60 |

TABLE IIc
DOCUMENTATION AND PUBLICATIONS CLERKS
(GRP1135)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 95 |
| TYPE FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 95 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 93 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 93 |
| PREPARE FILE GUIDES OR LABELS | 91 |
| MAINTAIN SUSPENSE FILES | 90 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 88 |
| FILE DOCUMENTATION | 87 |
| SORT DOCUMENTATION FOR FILING | 86 |
| GREET VISITORS | 82 |
| REVIEW PUBLICATIONS BULLETINS | 81 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 79 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 78 |
| OPERATE OFFICE COPY MACHINE | 77 |
| REVIEW PUBLICATIONS REQUIREMENTS | 77 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 75 |
| POST PUBLICATION BULLETINS | 74 |
| TYPE BLANK FORMS | 72 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION FORMS (AF FORM 80) | 72 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 71 |
| DESTROY NONCURRENT DOCUMENTATION | 71 |
| PREPARE CROSS-REFERENCE SHEET FORMS (DD FORM 334) | 68 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 64 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS | 56 |

TABLE II d
DOCUMENTATION ADMINISTRATIVE SPECIALISTS
(GRP556)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 98 |
| TYPE UP FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 95 |
| TYPE UP ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 93 |
| GREET VISITORS | 84 |
| MAINTAIN SUSPENSE FILES | 84 |
| OPERATE OFFICE COPY MACHINES | 82 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 80 |
| SORT DOCUMENTATION FOR FILING | 79 |
| FILE DOCUMENTATION | 77 |
| PREPARE FILE GUIDES OR LABELS | 76 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR GRAMMAR OR SPELLING | 71 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 66 |
| DETERMINE WORK PRIORITIES | 64 |
| TYPE BLANK FORMS | 63 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 59 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 56 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 55 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 54 |
| DESTROY NONCURRENT DOCUMENTATION | 53 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 50 |
| CONDUCT DAILY SECURITY CHECKS | 47 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 44 |
| CODE MATERIAL FOR DOCUMENTATION FILING | 44 |
| COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS | 42 |
| PACKAGE UNCLASSIFIED MATERIALS | 39 |

TABLE IIe
ADMINISTRATIVE SUPPORT CLERKS
(GRP500)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 100 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 100 |
| TYPE IN ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 100 |
| OPERATE OFFICE COPY MACHINES | 91 |
| GREET VISITORS | 91 |
| MAINTAIN SUSPENSE FILES | 91 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 91 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 82 |
| COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS | 82 |
| DESTROY NONCURRENT DOCUMENTATION | 82 |
| PICK UP MAIL FROM POST OFFICES | 73 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 73 |
| DETERMINE DUPLICATING METHODS | 64 |
| TYPE BLANK FORMS | 64 |
| MAINTAIN LOCATOR CARD FILES | 64 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 64 |
| FILE DOCUMENTATION | 64 |
| OPEN REGISTERED POUCHES | 64 |
| PACKAGE UNCLASSIFIED MATERIALS | 64 |
| PROCESS PUBLICATIONS REQUISITIONS TO PDO | 55 |
| CONDUCT DAILY SECURITY CHECKS | 55 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 55 |
| MAINTAIN ADMINISTRATIVE ORDER RECORD SETS | 55 |
| PREPARE PERIODIC OFFICE COPY MACHINE USAGE REPORTS | 55 |
| SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING | 55 |

TABLE II f
OFFICE CLERKS
(GRP449)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------|
| TYPE FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 100 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 100 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 100 |
| PERFORM OPERATOR MAINTENANCE ON TYPEWRITERS | 100 |
| GREET VISITORS | 93 |
| ANSWER TELEPHONES | 86 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 86 |
| TYPE BLANK FORMS | 86 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 86 |
| OPERATE OFFICE COPY MACHINES | 79 |
| DETERMINE WORK PRIORITIES | 79 |
| COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS | 71 |
| DELIVER ADMINISTRATIVE COMMUNICATIONS | 71 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 71 |
| PREPARE APRs | 64 |
| DISTRIBUTE PUBLICATIONS | 64 |
| ESTABLISH PUBLICATION LIBRARIES | 57 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS | 57 |
| CONDUCT DAILY SECURITY CHECKS | 57 |
| PERFORM OPERATOR MAINTENANCE ON OFFICE COPY MACHINES | 57 |
| REVIEW REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 57 |
| SORT DOCUMENTATION FOR FILING | 57 |
| REVIEW PUBLICATIONS BULLETINS | 57 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 50 |
| PERFORM OPERATOR MAINTENANCE ON AIR FORCE VEHICLES | 50 |

TABLE IIg
PUBLICATIONS LIBRARY SPECIALISTS
(GRP426)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ESTABLISH PUBLICATION LIBRARIES | 94 |
| INSTALL TELEPHONES | 94 |
| OPERATE MACHINES | 94 |
| DEVELOP REVISION SCHEDULES OF PUBLICATION INDEXES | 88 |
| POST STANDARDS PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 76 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 76 |
| DISTRIBUTE PUBLICATIONS | 76 |
| SCHEDULE LEAVES OR PASSES | 76 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 76 |
| MAINTAIN SUSPENSE FILES | 76 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 76 |
| MAINTAIN RECORD SETS OF PUBLICATIONS | 71 |
| DEVELOP REVISION SCHEDULES OF FORM INDEXES | 71 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 71 |
| TYPE AND REPRODUCE FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 65 |
| TYPE BLANK FORMS | 65 |
| TYPE PROOF DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 65 |
| OPERATE OFFICE COPY MACHINES | 65 |
| PROCESS PUBLICATIONS REQUISITIONS TO PDO | 65 |
| DEVELOP WORK METHODS OR PROCEDURES | 65 |
| DETERMINE WORK PRIORITIES | 65 |
| DEVELOP ORGANIZATIONAL CHARTS | 65 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 59 |
| POST PUBLICATION BULLETINS | 59 |
| REVIEW PUBLICATIONS REQUIREMENTS | 59 |

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AIR FORCE OCCUPATIONAL MEASUREMENT CENTER RANDOLPH AFB TX F/S S/O
ADMINISTRATION AND STENOGRAPHIC CAREER LADDERS, AFS 782X8/A/S/C--ETC(U)
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TABLE IIh

ADMINISTRATIVE COMMUNICATIONS DISTRIBUTION CLERKS
(GRP250)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 87 |
| OPERATE OFFICE COPY MACHINES | 87 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 80 |
| MAINTAIN SUSPENSE FILES | 73 |
| RECORD DATE TIME GROUP (DTG) ON MESSAGES | 70 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 70 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 70 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS | 67 |
| GREET VISITORS | 63 |
| ASSIGN ACCOUNTABLE CONTAINER NUMBERS | 63 |
| SORT COMMUNICATIONS OTHER THAN IN BASE INFORMATION TRANSFER CENTER (BITC) | 60 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL | 60 |
| REVIEW REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 53 |
| TYPE BLANK FORMS | 53 |
| PERFORM OPERATOR MAINTENANCE ON OFFICE COPY MACHINES | 53 |
| MAINTAIN TOLL OR COLLECT TELEPHONE LOG FORMS | 53 |
| DELIVER ADMINISTRATIVE COMMUNICATIONS | 50 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 50 |
| REVIEW ADMINISTRATIVE ORDERS PRIOR TO AUTHENTICATION | 50 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 50 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 50 |
| TYPE THROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 47 |
| PREPARE FILE GUIDES OR LABELS | 47 |
| AUTHORIZE TOLL OR COLLECT TELEPHONE CALLS | 47 |
| CONDUCT DAILY SECURITY CHECKS | 43 |

TABLE III
 FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs CLUSTER
 (GRP568)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 97 |
| MAINTAIN SUSPENSE FILES | 92 |
| TYPE FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 91 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 90 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 90 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 90 |
| DETERMINE WORK PRIORITIES | 89 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 88 |
| OPERATE OFFICE COPY MACHINES | 88 |
| GREET VISITORS | 86 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 85 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 83 |
| FILE DOCUMENTATION | 81 |
| PREPARE FILE GUIDES OR LABELS | 80 |
| PREPARE APRs | 80 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 80 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 79 |
| DESTROY NONCURRENT DOCUMENTATION | 78 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 77 |
| REVIEW PUBLICATION BULLETINS | 77 |
| DEVELOP WORK METHODS OR PROCEDURES | 77 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 75 |
| REVIEW PUBLICATIONS REQUIREMENTS | 74 |
| INITIATE PERSONNEL ACTION REQUESTS | 73 |

TABLE IIIa
 FUNCTIONAL UNIT ADMINISTRATION SECTION NCOICs
 (GRP837)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 97 |
| ANSWER TELEPHONES | 97 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 95 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 94 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 94 |
| MAINTAIN SUSPENSE FILES | 93 |
| REVIEW PUBLICATIONS BULLETINS | 92 |
| OPERATE OFFICE COPY MACHINES | 90 |
| REVIEW PUBLICATIONS REQUIREMENTS | 89 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 88 |
| POST PUBLICATION BULLETINS | 86 |
| PREPARE FILE GUIDES OR LABELS | 84 |
| FILE DOCUMENTATION | 84 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 82 |
| GREET VISITORS | 81 |
| DISTRIBUTE PUBLICATIONS | 81 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 81 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 80 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS | 79 |
| ESTABLISH PUBLICATION LIBRARIES | 79 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 78 |
| SORT DOCUMENTATION FOR FILING | 77 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 77 |
| DETERMINE WORK PRIORITIES | 77 |

TABLE IIIb
UNIT ORDERLY ROOM NCOICs
(GRP1504)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 100 |
| DETERMINE WORK PRIORITIES | 96 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 96 |
| SCHEDULE LEAVES OR PASSES | 96 |
| PREPARE APRs | 94 |
| MAINTAIN SUSPENSE FILES | 93 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 93 |
| PLAN WORK ASSIGNMENTS | 92 |
| GREET VISITORS | 92 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 92 |
| MAINTAIN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486) | 90 |
| PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS | 90 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 90 |
| TYPE THROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 89 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 89 |
| INITIATE PERSONNEL ACTION REQUESTS | 87 |
| DEVELOP WORK METHODS OR PROCEDURES | 87 |
| LOAN WAPS REFERENCE LIBRARY MATERIALS | 87 |
| MATCH PERSONNEL ACTION SOURCE DOCUMENTS WITH OTHER DOCUMENTS, SUCH AS APRs | 86 |
| SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING | 86 |
| ANNOTATE PERSONNEL DATA ROSTERS | 86 |
| MAINTAIN MEAL CARD CONTROL LOGS | 86 |
| ANALYZE WORKLOAD REQUIREMENTS | 85 |
| COORDINATE ADMINISTRATIVE DISCHARGE OR ARTICLE 15 CORRESPONDENCE WITH STAFF JUDGE ADVOCATE | 85 |
| ISSUE MEAL CARDS | 85 |

TABLE IIIc
ADMINISTRATIVE SUPERVISORS
(GRP1511)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 99 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 97 |
| COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS | 97 |
| ANSWER TELEPHONES | 96 |
| OPERATE OFFICE COPY MACHINES | 96 |
| MAINTAIN SUSPENSE FILES | 96 |
| DETERMINE WORK PRIORITIES | 95 |
| GREET VISITORS | 95 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 95 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 95 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 94 |
| PREPARE APRs | 94 |
| CONDUCT DAILY SECURITY CHECKS | 94 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 93 |
| INITIATE PERSONNEL ACTION REQUESTS | 93 |
| PLAN WORK ASSIGNMENTS | 92 |
| ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP) | 92 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 92 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 91 |
| DEVELOP WORK METHODS OR PROCEDURES | 91 |
| SCHEDULE LEAVES OR PASSES | 91 |
| DESTROY NONCURRENT DOCUMENTATION | 90 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 89 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 89 |
| FILE DOCUMENTATION | 89 |

TABLE III d
EXECUTIVE SUPPORT ADMINISTRATIVE NCOICs
(GRP1185)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 95 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 95 |
| DETERMINE WORK PRIORITIES | 95 |
| CONDUCT DAILY SECURITY CHECKS | 95 |
| MAINTAIN SUSPENSE FILES | 95 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 91 |
| DESTROY CLASSIFIED MATERIALS OR WASTE | 89 |
| FILE DOCUMENTATION | 89 |
| CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS | 88 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 88 |
| GREET VISITORS | 88 |
| INITIATE PERSONNEL ACTION REQUESTS | 88 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 86 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 86 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 86 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 85 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 85 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 85 |
| OPERATE OFFICE COPY MACHINES | 83 |
| ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP) | 83 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 82 |
| ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES | 80 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 80 |
| DESTROY NONCURRENT DOCUMENTATION | 80 |
| MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS | 80 |

TABLE IIIe
 NCOICs, TECHNICAL ADMINISTRATION
 (GRP985)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| DETERMINE WORK PRIORITIES | 99 |
| ANSWER TELEPHONES | 98 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 92 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 92 |
| PREPARE APRs | 92 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 92 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 91 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 90 |
| MAINTAIN SUSPENSE FILES | 89 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 89 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 86 |
| OPERATE OFFICE COPY MACHINES | 86 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 85 |
| DEVELOP WORK METHODS OR PROCEDURES | 84 |
| GREET VISITORS | 83 |
| PLAN WORK ASSIGNMENTS | 83 |
| ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES | 78 |
| CONDUCT OJT | 78 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 76 |
| ANALYZE WORKLOAD REQUIREMENTS | 75 |
| FILE DOCUMENTATION | 75 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 74 |
| DESTROY NONCURRENT DOCUMENTATION | 74 |
| SCHEDULE LEAVES OR PASSES | 74 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 74 |

TABLE IV
 MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS
 (GRP632)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 99 |
| DESTROY CLASSIFIED MATERIALS OR WASTE | 93 |
| CONDUCT DAILY SECURITY CHECKS | 91 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 89 |
| MAINTAIN SUSPENSE FILES | 89 |
| PREPARE FILE GUIDES OR LABELS | 89 |
| TYPE ENOUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 87 |
| OPERATE OFFICE COPY MACHINES | 86 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 86 |
| PACKAGE UNCLASSIFIED MATERIALS | 85 |
| CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS | 81 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 80 |
| SORT DOCUMENTATION FOR FILING | 79 |
| MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS | 79 |
| DESTROY NONCURRENT DOCUMENTATION | 79 |
| GREET VISITORS | 79 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 77 |
| CHANGE SAFE COMBINATIONS | 76 |
| ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES | 76 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 73 |
| RECORD DATE TIME GROUP (DTG) ON MESSAGES | 72 |

TABLE V
 NCOICs OPERATIONS AND PLANS ADMINISTRATION
 (GRP719)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 98 |
| DESTROY CLASSIFIED MATERIALS OR WASTE | 98 |
| CONDUCT DAILY SECURITY CHECKS | 96 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 94 |
| DETERMINE WORK PRIORITIES | 94 |
| CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS | 92 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 87 |
| CHANGE SAFE COMBINATIONS | 87 |
| MAINTAIN SUSPENSE FILES | 81 |
| OPERATE OFFICE COPY MACHINES | 81 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 81 |
| ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES | 79 |
| PLAN WORK ASSIGNMENTS | 77 |
| PREPARE APRs | 77 |
| DEVELOP WORK METHODS OR PROCEDURES | 75 |
| GREET VISITORS | 74 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 72 |
| ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES | 72 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 72 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 70 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 70 |
| PACKAGE CLASSIFIED MATERIALS | 68 |
| SCHEDULE LEAVES OR PASSES | 66 |
| ASSIGN PERSONNEL TO DUTY POSITIONS | 66 |
| PREPARE RECEIPTS FOR CLASSIFIED MATERIALS | 64 |

TABLE VI
DOCUMENTATION STORAGE CLERKS
(GRP572)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| SORT DOCUMENTATION FOR FILING | 100 |
| CODE MATERIALS FOR DOCUMENTATION FILING | 100 |
| MEASURE VOLUME OF DOCUMENTATION FILES | 100 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 91 |
| OPERATE OFFICE COPY MACHINES | 91 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 91 |
| PREPARE FILE GUIDES OR LABELS | 91 |
| DESTROY NONCURRENT DOCUMENTATION | 91 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 91 |
| ANSWER TELEPHONES | 82 |
| FILE DOCUMENTATION | 82 |
| REVIEW FILES MAINTENANCE AND DISPOSITION PLANS | 82 |
| MAINTAIN SUSPENSE FILES | 82 |
| GREET VISITORS | 82 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 73 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 73 |
| PERFORM OFFICE FILE SYSTEM SURVEYS | 73 |
| DETERMINE DOCUMENTATION SERIES | 73 |
| DETERMINE WORK PRIORITIES | 73 |
| REVIEW PUBLICATIONS BULLETINS | 73 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 73 |
| DETERMINE DISPOSITION OF NONCURRENT DOCUMENTATION | 73 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 73 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 73 |
| CONSOLIDATE MAIL SHIPMENTS | 64 |

TABLE VII
 ADMINISTRATIVE COMMUNICATIONS CLUSTER
 (GRP338)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 96 |
| DETERMINE WORK PRIORITIES | 95 |
| MAINTAIN SUSPENSE FILES | 88 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 84 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR GRAMMAR OR SPELLING | 82 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 79 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 78 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 78 |
| GREET VISITORS | 77 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 74 |
| DEVELOP WORK METHODS OR PROCEDURES | 73 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 73 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 71 |
| COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS | 70 |
| PREPARE APRs | 70 |
| OPERATE OFFICE COPY MACHINES | 68 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 66 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 66 |
| CONDUCT DAILY SECURITY CHECKS | 63 |
| PLAN WORK ASSIGNMENTS | 62 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 59 |
| SCHEDULE LEAVES OR PASSES | 59 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 56 |
| INVENTORY EQUIPMENT, TOOLS, OR SUPPLIES | 56 |
| COMPOSE ADMINISTRATIVE ORDERS | 53 |

TABLE VIIa

BASE LEVEL ADMINISTRATIVE COMMUNICATIONS NCOICs
(GRP464)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 98 |
| DETERMINE WORK PRIORITIES | 98 |
| MAINTAIN SUSPENSE FILES | 88 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 85 |
| TYPE FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 81 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 81 |
| PREPARE APRs | 81 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 81 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 79 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 77 |
| PLAN WORK ASSIGNMENTS | 77 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 75 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 73 |
| GREET VISITORS | 73 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 73 |
| COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS | 71 |
| DEVELOP WORK METHODS OR PROCEDURES | 69 |
| OPERATE OFFICE COPY MACHINES | 69 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 67 |
| SCHEDULE LEAVES OR PASSES | 67 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 65 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 63 |
| SUPERVISE STAFF SUPPORT ADMINISTRATION SPECIALISTS (AFSC 70250B) | 62 |
| INITIATE PERSONNEL ACTION REQUESTS | 62 |
| ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES | 60 |

TABLE VIib

HEADQUARTERS ADMINISTRATIVE COMMUNICATIONS CLERKS
(GRP541)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 100 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 92 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 92 |
| GREET VISITORS | 92 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 92 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 85 |
| CONDUCT DAILY SECURITY CHECKS | 85 |
| DETERMINE WORK PRIORITIES | 85 |
| DEVELOP WORK METHODS OR PROCEDURES | 77 |
| MAINTAIN SUSPENSE FILES | 77 |
| TYPE BLANK FORMS | 77 |
| COMPOSE ADMINISTRATIVE ORDERS | 77 |
| INVENTORY EQUIPMENT, TOOLS, OR SUPPLIES | 77 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 77 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MAGNETIC POWERED TYPEWRITING EQUIPMENT | 69 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MAGNETIC POWERED TYPEWRITING EQUIPMENT | 69 |
| COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS | 69 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 69 |
| OPERATE OFFICE COPY MACHINES | 69 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 69 |
| COORDINATE ADMINISTRATIVE COMMUNICATIONS SUSPENSES WITH ACTION OFFICES | 69 |
| CHANGE SAFE COMBINATIONS | 69 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 62 |
| PERFORM OPERATOR MAINTENANCE ON TYPEWRITERS | 62 |
| REDIRECT MISSENT OFFICIAL MAIL | 62 |

TABLE VIII
 ADMINISTRATION MANAGERS CLUSTER
 (GRP330)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| DETERMINE WORK PRIORITIES | 94 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 94 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 92 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 92 |
| ANSWER TELEPHONES | 90 |
| PREPARE APRs | 90 |
| DEVELOP WORK METHODS OR PROCEDURES | 88 |
| ASSIGN PERSONNEL TO DUTY POSITIONS | 88 |
| ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP) | 86 |
| SCHEDULE LEAVES OR PASSES | 86 |
| PLAN WORK ASSIGNMENTS | 84 |
| ANALYZE WORKLOAD REQUIREMENTS | 82 |
| ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES | 80 |
| INITIATE PERSONNEL ACTION REQUESTS | 79 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 78 |
| ASSIGN SPONSORS FOR NEWLY ASSIGNED PERSONNEL | 76 |
| EVALUATE COMPLIANCE WITH PERFORMANCE STANDARDS | 75 |
| PREPARE JOB DESCRIPTIONS | 74 |
| EVALUATE INSPECTION REPORTS OR PROCEDURES | 72 |
| CONDUCT DAILY SECURITY CHECKS | 72 |
| EVALUATE MAINTENANCE OR USE OF WORKSPACE, EQUIPMENT, OR SUPPLIES | 71 |
| DIRECT UTILIZATION OF EQUIPMENT | 69 |
| OPERATE OFFICE COPY MACHINES | 68 |
| IMPLEMENT SECURITY PROGRAMS | 65 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 63 |

TABLE VIIIa
 CHIEFS, CENTRAL BASE ADMINISTRATION
 (GRP398)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 96 |
| DETERMINE WORK PRIORITIES | 95 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 94 |
| PREPARE APRs | 92 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 92 |
| ANSWER TELEPHONES | 91 |
| ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP) | 89 |
| SCHEDULE LEAVES OR PASSES | 89 |
| PLAN WORK ASSIGNMENTS | 88 |
| ASSIGN PERSONNEL TO DUTY POSITIONS | 88 |
| DEVELOP WORK METHODS OR PROCEDURES | 87 |
| ANALYZE WORKLOAD REQUIREMENTS | 86 |
| ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES | 83 |
| INITIATE PERSONNEL ACTION REQUESTS | 82 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 81 |
| PREPARE JOB DESCRIPTIONS | 76 |
| ASSIGN SPONSORS FOR NEWLY ASSIGNED PERSONNEL | 76 |
| EVALUATE COMPLIANCE WITH PERFORMANCE STANDARDS | 75 |
| EVALUATE INSPECTION REPORTS OR PROCEDURES | 74 |
| CONDUCT DAILY SECURITY CHECKS | 72 |
| EVALUATE MAINTENANCE OR USE OF WORKSPACE, EQUIPMENT, OR SUPPLIES | 71 |
| DIRECT UTILIZATION OF EQUIPMENT | 71 |
| OPERATE OFFICE COPY MACHINES | 67 |
| GREET VISITORS | 66 |
| EVALUATE INDIVIDUALS FOR PROMOTION, DEMOTION, OR RECLASSIFICATION | 66 |

TABLE VIIIb

COMMAND LEVEL NCOICs
(GRP440)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS | 100 |
| DEVELOP WORK METHODS OR PROCEDURES | 100 |
| IMPLEMENT SECURITY PROGRAMS | 100 |
| DESTROY CLASSIFIED MATERIALS OR WASTE | 91 |
| DETERMINE WORK PRIORITIES | 91 |
| ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES | 91 |
| PLAN SECURITY PROGRAMS | 91 |
| ROUTE TOP SECRET MATERIALS WITHIN LOCAL ACTIVITIES | 91 |
| VERIFY RECEIPTS ON TOP SECRET MATERIALS | 91 |
| EVALUATE SECURITY PROGRAMS | 91 |
| CHANGE SAFE COMBINATIONS | 91 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 91 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 82 |
| COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS | 82 |
| PREPARE APRs | 82 |
| ANSWER TELEPHONES | 82 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 82 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 73 |
| EVALUATE COMPLIANCE WITH PERFORMANCE STANDARDS | 73 |
| CONDUCT DAILY SECURITY CHECKS | 73 |
| ASSIGN PERSONNEL TO DUTY POSITIONS | 73 |
| ASSIGN SPONSORS FOR NEWLY ASSIGNED PERSONNEL | 73 |
| OPERATE OFFICE COPY MACHINES | 73 |
| SUPERVISE STAFF SUPPORT ADMINISTRATION SPECIALISTS (AFSC 70250B) | 64 |
| INVENTORY AF FORMS 143 | 64 |

TABLE IX
 ADMINISTRATIVE SUPPLY SPECIALISTS
 (GRP291)

| <u>TASKS</u> | <u>PERCENT MEMBERS PERFORMING</u> |
|---|---|
| ANSWER TELEPHONES | 100 |
| OPERATE OFFICE COPY MACHINES | 94 |
| MEET VISITORS | 94 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 94 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 88 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 88 |
| INVENTORY EQUIPMENT, TOOLS, OR SUPPLIES | 88 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 88 |
| CONDUCT DAILY SECURITY CHECKS | 81 |
| PREPARE PERIODIC OFFICE COPY MACHINE USAGE REPORTS | 75 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 75 |
| PERFORM OPERATOR MAINTENANCE ON OFFICE COPY MACHINES | 69 |
| EVALUATE MAINTENANCE OR USE OF WORKSPACE, EQUIPMENT, OR SUPPLIES | 69 |
| DEVELOP WORK METHODS OR PROCEDURES | 69 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 69 |
| MAINTAIN SUSPENSE FILES | 63 |
| DETERMINE WORK PRIORITIES | 63 |
| DIRECT UTILIZATION OF EQUIPMENT | 63 |
| AUTHORIZE TOLL OR COLLECT TELEPHONE CALLS | 63 |
| REVIEW REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 63 |
| EVALUATE INSPECTION REPORTS OR PROCEDURES | 63 |
| DIRECT DEVELOPMENT OR MAINTENANCE OF STATUS BOARDS, GRAPHS, OR CHARTS | 63 |
| CHANGE SAFE COMBINATIONS | 56 |
| PACKAGE UNCLASSIFIED MATERIALS | 56 |
| DRAFT BUDGET OR FINANCIAL REQUIREMENTS | 56 |

TABLE X
PUBLICATIONS CLUSTER
(GRP154)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 96 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 90 |
| REVIEW PUBLICATIONS BULLETINS | 85 |
| DISTRIBUTE PUBLICATIONS | 80 |
| POST PUBLICATION BULLETINS | 79 |
| REVIEW PUBLICATIONS REQUIREMENTS | 78 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 73 |
| MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS | 71 |
| POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS | 68 |
| OPERATE OFFICE COPY MACHINES | 65 |
| MEET VISITORS | 64 |
| MAINTAIN SUSPENSE FILES | 64 |
| PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 63 |
| MAINTAIN RECORD SETS OF PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS | 60 |
| DISPOSE OF EXCESS STOCK OF BLANK FORMS | 60 |
| INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 59 |
| PROCESS PUBLICATIONS REQUISITIONS TO PDO | 58 |
| EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS | 57 |
| DISPOSE OF EXCESS STOCK OF PUBLICATIONS | 55 |
| MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784) | 52 |
| STOCK PUBLICATIONS | 52 |
| PREPARE PUBLICATIONS DISTRIBUTION RECORDS | 51 |
| PREPARE BLANK FORM REQUISITIONS | 49 |

TABLE Xa

NCOIC, PUBLICATIONS DISTRIBUTION OFFICE (PDO)
(GRP696)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 100 |
| REVIEW PUBLICATION BULLETINS | 97 |
| ISSUE NONACCOUNTABLE FORMS TO CARS | 97 |
| WAREHOUSE FORMS | 94 |
| PROCESS BLANK FORM REQUISITIONS TO PDC | 94 |
| MAINTAIN REORDER MARKER AND INVENTORY CONTROL RECORD FORMS (AF FORM 575) | 94 |
| MAINTAIN PDO STOCK LEVELS OF STORAGE SAFEGUARD FORMS | 94 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 94 |
| DISPOSE OF EXCESS STOCK OF BLANK FORMS | 94 |
| PROCESS PUBLICATIONS REQUISITIONS AT PDO LEVEL | 91 |
| MAINTAIN ACCOUNTABLE FORMS STOCK CONTROL RECORD FORMS (AF FORM 505) | 91 |
| POST PUBLICATION BULLETINS | 91 |
| DISTRIBUTE PUBLICATIONS | 88 |
| ISSUE ACCOUNTABLE FORMS | 88 |
| MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS | 88 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION CENTER (PDC) OR HIGHER HEADQUARTERS | 84 |
| OBTAIN DISPOSITION INSTRUCTIONS FOR EXCESS FORM STOCKS | 84 |
| GREET VISITORS | 81 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 81 |
| DETERMINE WORK PRIORITIES | 78 |
| PACKAGE PUBLICATIONS FOR SHIPMENT | 78 |
| PACKAGE BLANK FORMS FOR SHIPPING | 78 |
| DISPOSE OF EXCESS STOCK OF PUBLICATIONS | 78 |
| OBTAIN DISPOSITION INSTRUCTION FOR EXCESS PUBLICATION STOCKS | 78 |

TABLE Xb
PUBLICATIONS AND FORMS CLERKS
(GRP718)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| REVIEW PUBLICATIONS REQUIREMENTS | 100 |
| POST CAR OR SUBACCOUNT REPRESENTATIVE (SAR) PUBLICATIONS | 98 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 93 |
| PROCESS PUBLICATIONS REQUISITIONS TO PDO | 93 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS | 93 |
| POST PUBLICATION BULLETINS | 93 |
| ANSWER TELEPHONES | 93 |
| PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 93 |
| DISTRIBUTE PUBLICATIONS | 90 |
| MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS | 90 |
| REVIEW PUBLICATIONS BULLETINS | 90 |
| MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784) | 88 |
| PROCESS BLANK FORM REQUISITIONS TO PDO | 88 |
| INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 88 |
| DISPOSE OF EXCESS STOCK OF BLANK FORMS | 88 |
| PREPARE PUBLICATIONS DISTRIBUTION RECORDS | 83 |
| MAINTAIN SUSPENSE FILES | 83 |
| PREPARE BLANK FORM REQUISITIONS | 80 |
| OPERATE OFFICE COPY MACHINES | 76 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 76 |
| GREET VISITORS | 76 |
| EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS | 73 |
| DISPOSE OF EXCESS STOCK OF PUBLICATIONS | 73 |
| STOCK PUBLICATIONS | 71 |

TABLE Xc
 WING DISTRIBUTION AND PUBLICATIONS CLERKS
 (GRP1030)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 100 |
| GREET VISITORS | 100 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 100 |
| PROCESS PUBLICATIONS REQUISITIONS TO PDO | 92 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 92 |
| REVIEW PUBLICATIONS BULLETINS | 92 |
| PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 92 |
| OPERATE OFFICE COPY MACHINES | 92 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS | 83 |
| EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS | 83 |
| ESTABLISH PUBLICATION LIBRARIES | 83 |
| POST PUBLICATION BULLETINS | 83 |
| REDIRECT MISSENT OFFICIAL MAIL | 83 |
| REVIEW PUBLICATIONS REQUIREMENTS | 83 |
| MAINTAIN SUSPENSE FILES | 75 |
| INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 75 |
| TIME-STAMP INCOMING COMMUNICATIONS | 67 |
| CONSOLIDATE MAIL SHIPMENTS | 67 |
| PREPARE PERIODIC OFFICE COPY MACHINE USAGE REPORTS | 67 |
| MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784) | 67 |
| ASSIGN ACCOUNTABLE CONTAINER NUMBERS | 67 |
| COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS | 67 |
| DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES | 67 |
| MAINTAIN RECORD SETS OF PUBLICATIONS | 67 |

TABLE Xd

CUSTOMER ACCOUNT REPRESENTATIVES
(GRP520)

| <u>TASKS</u> | <u>PERCENT MEMBERS PERFORMING</u> |
|--|---|
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 100 |
| ANSWER TELEPHONES | 96 |
| REVIEW PUBLICATIONS BULLETINS | 94 |
| POST PUBLICATION BULLETINS | 89 |
| DISTRIBUTE PUBLICATIONS | 83 |
| OPERATE OFFICE COPY MACHINES | 74 |
| MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784) | 72 |
| REVIEW PUBLICATIONS REQUIREMENTS | 70 |
| POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS | 66 |
| PROCESS PUBLICATIONS REQUISITIONS TO PDO | 66 |
| PREPARE REQUEST FOR REPRODUCTION OR DUPLICATING SERVICES | 62 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS | 57 |
| MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS | 57 |
| DISTRIBUTE NONACCOUNTABLE FORMS TO SAR | 53 |
| MAINTAIN RECORD SETS OF PUBLICATIONS | 53 |
| EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS | 49 |
| PREPARE BLANK FORM REQUISITIONS | 47 |
| PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 47 |
| GREET VISITORS | 47 |
| DISPOSE OF EXCESS STOCK OF BLANK FORMS | 47 |
| MAINTAIN SUSPENSE FILES | 47 |
| PROCESS BLANK FORM REQUISITIONS TO PDO | 43 |
| INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 40 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 36 |

TABLE Xe
PUBLICATIONS DISTRIBUTION SPECIALISTS
(GRP1459)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 100 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION CENTER (PDC) OR HIGHER HEADQUARTERS | 100 |
| POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS | 100 |
| PACKAGE PUBLICATIONS FOR SHIPMENT | 100 |
| PREPARE PUBLICATIONS DISTRIBUTION RECORDS | 100 |
| DISPOSE OF EXCESS STOCK OF PUBLICATIONS | 100 |
| STOCK PUBLICATIONS | 91 |
| REVIEW PUBLICATIONS BULLETINS | 91 |
| REVIEW PUBLICATIONS REQUIREMENTS | 91 |
| ESTABLISH STOCK LIST REQUIREMENTS | 91 |
| MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS | 91 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 91 |
| GREET VISITORS | 82 |
| DISTRIBUTE PUBLICATIONS | 73 |
| MAINTAIN RECORD SETS OF PUBLICATIONS | 73 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 73 |
| PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 73 |
| PROCESS PUBLICATIONS REQUISITIONS AT PDO LEVEL | 64 |
| PREPARE STOCK LIST REQUISITIONS | 64 |
| OBTAIN DISPOSITION INSTRUCTION FOR EXCESS PUBLICATION STOCKS | 64 |
| MAINTAIN SUSPENSE FILES | 55 |
| ESTABLISH TECHNICAL ORDER REQUIREMENTS | 55 |
| COMPOSE ANNOUNCEMENTS FOR PUBLICATIONS BULLETINS | 55 |
| CONDUCT DAILY SECURITY CHECKS | 55 |
| INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 55 |

TABLE Xf
PUBLICATIONS MANAGEMENT PERSONNEL
(GRP226)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 97 |
| COORDINATE STANDARD PUBLICATION REVISIONS WITH OPRs | 89 |
| ADVISE OFFICES OF PRIMARY RESPONSIBILITY (OPRs) ON PROCEDURES FOR ESTABLISHING STANDARD PUBLICATIONS | 89 |
| EDIT PROPOSED STANDARD PUBLICATION DRAFTS | 83 |
| MAINTAIN RECORD SETS OF PUBLICATIONS | 83 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 83 |
| COMPOSE PUBLICATIONS MANUSCRIPTS OR CHANGES, SUCH AS REGULATIONS OR OFFICE INSTRUCTIONS | 80 |
| REVIEW PROPOSED STANDARD PUBLICATION DRAFTS | 77 |
| INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 77 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 74 |
| ASSIGN PUBLICATIONS NUMBERS | 74 |
| COORDINATE PUBLICATIONS MANUSCRIPT CONTENTS WITH INTERESTED PARTIES | 71 |
| COORDINATE PUBLICATION MANUSCRIPTS WITH ORIGINATORS | 71 |
| DETERMINE PRINTING SPECIFICATIONS OR METHODS FOR REPRODUCTION OF PUBLICATIONS | 71 |
| MAINTAIN SUSPENSE FILES | 71 |
| PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS | 69 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 69 |
| ADVISE UNITS OR OPRs ON MAINTENANCE OF PUBLICATION LIBRARIES | 69 |
| DETERMINE REVISION SCHEDULES OF PUBLICATION INDEXES | 69 |
| REVIEW PUBLICATIONS BULLETINS | 66 |
| OPERATE OFFICE COPY MACHINES | 63 |
| PREPARE REQUESTS FOR ISSUANCE OF PUBLICATION FORMS (AF FORM 673) | 63 |
| DETERMINE WORK PRIORITIES | 60 |
| DISTRIBUTE PUBLICATIONS | 57 |
| EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS | 57 |

TABLE XI
 PROTOCOL SPECIALISTS
 (GRP104)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 98 |
| GREET VISITORS | 95 |
| MAIL GUEST INVITATIONS | 84 |
| ACKNOWLEDGE APPRECIATION OF FUNCTIONS OR INVITATIONS | 79 |
| DEVELOP PROPOSED GUEST LISTS | 77 |
| MAKE BILLETING ARRANGEMENTS | 77 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 74 |
| MAKE TRAVEL ARRANGEMENTS | 74 |
| MAINTAIN GUEST LISTS | 74 |
| NOTE BY HOSTS OF ACCEPTANCE OR REGRETS | 72 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 70 |
| OPERATE OFFICE COPY MACHINES | 70 |
| DEVELOP DINNER SEATING AND TABLE CHARTS | 65 |
| INVITE GUESTS | 65 |
| SCHEDULE MEETINGS OR CONFERENCES | 65 |
| FINALIZE GUESTS LISTS | 65 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 65 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 63 |
| DETERMINE WORK PRIORITIES | 63 |
| WRITE PLACE CARDS | 60 |
| CONDUCT DAILY SECURITY CHECKS | 60 |
| ESTABLISH DINNER SEATING ARRANGEMENTS | 58 |
| DETERMINE UNUSUAL PREFERENCES OF GUESTS OF HONOR | 58 |
| WRITE GUEST INVITATIONS | 56 |
| MAINTAIN FUNCTION RECORDS OF ATTENDANCE | 53 |

TABLE XII
 BASE DOCUMENT MANAGERS
 (GRP107)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 98 |
| REVIEW FILES MAINTENANCE AND DISPOSITION PLANS | 95 |
| DESTROY NONCURRENT DOCUMENTATION | 95 |
| DETERMINE DISPOSITION OF NONCURRENT DOCUMENTATION | 86 |
| MEASURE VOLUME OF DOCUMENTATION FILES | 86 |
| FILE DOCUMENTATION | 84 |
| APPROVE FILES MAINTENANCE AND DISPOSITION PLANS | 81 |
| DETERMINE DOCUMENTATION SERIES | 81 |
| CHANGE OUT DOCUMENTS | 81 |
| PERFORM OFFICE FILE SYSTEM SURVEYS | 79 |
| DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80) | 79 |
| IDENTIFY SERIES OF RECORDS BEING RETIRED AT DOCUMENTATION STAGING AREAS | 79 |
| CODE MATERIALS FOR DOCUMENTATION FILING | 77 |
| PLACE RECORDS IN STAGING AREA STORAGE LOCATIONS | 74 |
| SORT DOCUMENTATION FOR FILING | 74 |
| ADVISE PERSONNEL ON PRIVACY ACT PROCEDURES | 74 |
| PREPARE FILE GUIDES OR LABELS | 74 |
| DETERMINE DISPOSITION OF FILING EQUIPMENT | 70 |
| PREPARE RECORDS TRANSMITTAL AND RECEIPT FORMS (SF FORM 135) | 70 |
| ADVISE REQUESTERS OF FREEDOM OF INFORMATION ACT (FOIA) DETERMINATIONS | 67 |
| HAND-CARRY FOIA REQUESTS FOR INFORMATION TO COORDINATING OFFICES OR OPRs | 67 |
| PREPARE ANNUAL REPORT OF DOCUMENTATION HOLDINGS AND DISPOSITION FORMS (AF FORM 166) RCS: 1-HAF-XGS-G1 | 67 |
| PROVIDE DOCUMENTATION REFERENCE SERVICES | 65 |
| ASSIGN CONTROL NUMBERS TO MATERIALS RECEIVED AT STAGING AREAS | 65 |
| MEET VISITORS | 65 |

TABLE XIII
CLASSIFIED MATERIALS CLERKS
(GRP080)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 96 |
| CONDUCT DAILY SECURITY CHECKS | 82 |
| DESTROY CLASSIFIED MATERIALS OR WASTE | 79 |
| PREPARE RECEIPTS FOR CLASSIFIED MATERIALS | 71 |
| OPERATE OFFICE COPY MACHINES | 68 |
| CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS | 67 |
| PACKAGE CLASSIFIED MATERIALS | 67 |
| MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS | 63 |
| ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES | 61 |
| MAINTAIN SUSPENSE FILES | 58 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 58 |
| PACKAGE UNCLASSIFIED MATERIALS | 54 |
| GREET VISITORS | 54 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS | 51 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 51 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 49 |
| CHANGE SAFE COMBINATIONS | 49 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 47 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 47 |
| PREPARE FILE GUIDES OR LABELS | 42 |
| ANNOTATE REPRODUCED COPIES OF CLASSIFIED DOCUMENTS TO REFLECT DISTRIBUTION | 42 |
| SORT DOCUMENTATION FOR FILING | 41 |
| ASSIGN ACCOUNTABLE CONTAINER NUMBERS | 41 |
| FILE DOCUMENTATION | 39 |
| DESTROY NONCURRENT DOCUMENTATION | 38 |

TABLE XIV
 ADMINISTRATION SECTION SUPERVISORS
 (GRP084)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 88 |
| PREPARE APRs | 80 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 80 |
| DETERMINE WORK PRIORITIES | 74 |
| SCHEDULE LEAVES OR PASSES | 68 |
| PLAN WORK ASSIGNMENTS | 67 |
| INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES | 67 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 67 |
| DEVELOP WORK METHODS OR PROCEDURES | 58 |
| ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES | 57 |
| ANALYZE WORKLOAD REQUIREMENTS | 50 |
| ASSIGN PERSONNEL TO DUTY POSITIONS | 50 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 49 |
| GREET VISITORS | 47 |
| INITIATE PERSONNEL ACTION REQUESTS | 47 |
| MAINTAIN SUSPENSE FILES | 46 |
| CONDUCT DAILY SECURITY CHECKS | 46 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 45 |
| CONDUCT OJT | 45 |
| OPERATE OFFICE COPY MACHINES | 45 |
| SUPERVISE STAFF SUPPORT ADMINISTRATION SPECIALISTS (AFSC 70250B) | 42 |
| SUPERVISE APPRENTICE STAFF SUPPORT ADMINISTRATION SPECIALISTS (AFSC 70230B) | 42 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 39 |
| ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP) | 38 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR GRAMMAR OR SPELLING | 37 |

TABLE XV
SPECIAL ORDERS CLERKS
(GRP072)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 100 |
| MAINTAIN ADMINISTRATIVE ORDER RECORD SETS | 89 |
| ANSWER ADMINISTRATIVE ORDER INQUIRIES | 86 |
| REVIEW ADMINISTRATIVE ORDERS PRIOR TO AUTHENTICATION | 78 |
| AUTHENTICATE ADMINISTRATIVE ORDERS | 76 |
| COMPOSE ADMINISTRATIVE ORDERS | 73 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 68 |
| MEET VISITORS | 54 |
| MAINTAIN SUSPENSE FILES | 46 |
| OPERATE OFFICE COPY MACHINES | 43 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 38 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 38 |
| CONDUCT DAILY SECURITY CHECKS | 35 |
| TYPE BLANK FORMS | 35 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 35 |
| DETERMINE WORK PRIORITIES | 30 |

TABLE XVI
 CLERK TYPISTS
 (GRP108)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 97 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 66 |
| OPERATE OFFICE COPY MACHINES | 65 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 63 |
| MEET VISITORS | 60 |
| TYPE BLANK FORMS | 53 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 53 |
| MAINTAIN SUSPENSE FILES | 50 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 49 |
| PREPARE FILE GUIDES OR LABELS | 38 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 33 |
| SORT DOCUMENTATION FOR FILING | 31 |
| FILE DOCUMENTATION | 30 |

TABLE XVII
 BASE SUGGESTION PROGRAM MONITORS
 (GRP550)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 100 |
| MAINTAIN SUSPENSE FILES | 95 |
| DETERMINE WORK PRIORITIES | 90 |
| IMPLEMENT SUGGESTION PROGRAMS | 85 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 85 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 80 |
| OPERATE OFFICE COPY MACHINES | 75 |
| EVALUATE SUGGESTIONS | 75 |
| DEVELOP WORK METHODS OR PROCEDURES | 70 |
| PREPARE FILE GUIDES OR LABELS | 70 |
| SCHEDULE MEETINGS OR CONFERENCES | 65 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 60 |
| MEET VISITORS | 60 |
| DIRECT MAINTENANCE OF ADMINISTRATIVE FILES | 60 |
| PLAN BRIEFINGS | 55 |
| PREPARE TRACER ACTIONS | 45 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 45 |
| COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS | 40 |
| DESTROY NONCURRENT DOCUMENTATION | 40 |
| COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES | 35 |
| DRAFT BUDGET OR FINANCIAL REQUIREMENTS | 35 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 35 |
| DIRECT DEVELOPMENT OR MAINTENANCE OF STATUS BOARDS, GRAPHS, OR CHARTS | 30 |
| ANALYZE WORKLOAD REQUIREMENTS | 30 |
| EVALUATE INSPECTION REPORTS OR PROCEDURES | 30 |

TABLE XVIII
RECEPTIONISTS
(GRPO67)

| <u>TASKS</u> | <u>PERCENT MEMBERS PERFORMING</u> |
|--|---|
| ANSWER TELEPHONES | 100 |
| GREET VISITORS | 56 |
| OPERATE OFFICE COPY MACHINES | 46 |
| MAINTAIN SUSPENSE FILES | 31 |
| NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING | 27 |
| MAINTAIN LOCATOR CARD FILES | 22 |

TABLE XIX
 FORMS AND PUBLICATIONS DISTRIBUTION CLUSTER
 (GRP028)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| ANSWER TELEPHONES | 93 |
| DISTRIBUTE PUBLICATIONS | 51 |
| ISSUE NONACCOUNTABLE FORMS TO CARS | 47 |
| DISPOSE OF EXCESS STOCK OF BLANK FORMS | 46 |
| POST PUBLICATION BULLETINS | 44 |
| GREET VISITORS | 43 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 43 |
| MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784) | 42 |
| MAINTAIN REORDER MARKER AND INVENTORY CONTROL RECORD FORMS (AF FORM 575) | 42 |
| WAREHOUSE FORMS | 40 |
| PACKAGE BLANK FORMS FOR SHIPPING | 40 |
| PREPARE BLANK FORM REQUISITION | 40 |
| REVIEW PUBLICATION BULLETINS | 39 |
| MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS | 33 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 33 |
| REVIEW PUBLICATIONS REQUIREMENTS | 31 |
| PROCESS BLANK FORM REQUISITIONS TO PDC | 31 |
| CONDUCT DAILY SECURITY CHECKS | 31 |
| OBTAIN DISPOSITION INSTRUCTIONS FOR EXCESS FORM STOCKS | 29 |
| KEYPUNCH MACHINE DATA CARDS | 28 |
| OPERATE OFFICE COPY MACHINES | 28 |
| MAINTAIN FORMS STOCK CONTROL RECORD FORMS (AF FORM 5080) | 25 |
| MAINTAIN SUSPENSE FILES | 25 |
| ESTABLISH TECHNICAL ORDER REQUIREMENTS | 24 |
| STOCK PUBLICATIONS | 24 |

TABLE XIXa

FORMS DISTRIBUTION CLERKS
(GRP135)

| <u>TASKS</u> | <u>PERCENT MEMBERS PERFORMING</u> |
|--|---|
| ANSWER TELEPHONES | 97 |
| MAINTAIN REORDER MARKER AND INVENTORY CONTROL RECORD FORMS (AF FORM 575) | 94 |
| ISSUE NONACCOUNTABLE FORMS TO CARS | 84 |
| PACKAGE BLANK FORMS FOR SHIPPING | 84 |
| WAREHOUSE FORMS | 81 |
| DISPOSE OF EXCESS STOCK OF BLANK FORMS | 81 |
| POST PUBLICATION BULLETINS | 78 |
| MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784) | 69 |
| REVIEW PUBLICATION BULLETINS | 69 |
| PREPARE BLANK FORM REQUISITIONS | 69 |
| PROCESS BLANK FORM REQUISITIONS TO PDC | 69 |
| OBTAIN DISPOSITION INSTRUCTIONS FOR EXCESS FORM STOCKS | 66 |
| MAINTAIN FORMS STOCK CONTROL RECORD FORMS (AF FORM 508) | 53 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 53 |
| ESTABLISH BLANK FORM STOCK LEVELS OTHER THAN THROUGH AUTOMATED SYSTEMS | 50 |
| MAINTAIN PDO STOCK LEVELS OF STORAGE SAFEGUARD FORMS | 50 |
| KEYPUNCH MACHINE DATA CARDS | 50 |
| GREET VISITORS | 47 |
| MAINTAIN ACCOUNTABLE FORMS STOCK CONTROL RECORDS FORMS (AF FORM 505) | 47 |
| DISTRIBUTE NONACCOUNTABLE FORMS TO SAR | 38 |
| ISSUE ACCOUNTABLE FORMS | 38 |
| CONDUCT DAILY SECURITY CHECKS | 34 |
| INVENTORY EQUIPMENT, TOOLS, OR SUPPLIES | 28 |
| TYPE BLANK FORMS | 28 |
| PREPARE TRACER ACTIONS | 28 |

TABLE XIXb
PUBLICATIONS DISTRIBUTION CLERKS
(GRP096)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 100 |
| DISTRIBUTE PUBLICATIONS | 93 |
| REVIEW PUBLICATIONS REQUIREMENTS | 86 |
| STOCK PUBLICATIONS | 79 |
| MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS | 71 |
| PROCESS PUBLICATIONS REQUISITIONS AT PDO LEVEL | 64 |
| MAINTAIN SUSPENSE FILES | 57 |
| PACKAGE PUBLICATIONS FOR SHIPMENT | 50 |
| GREET VISITORS | 50 |
| DISPOSE OF EXCESS STOCK OF PUBLICATIONS | 50 |
| REVIEW PUBLICATIONS BULLETINS | 43 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 43 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 43 |
| DETERMINE WORK PRIORITIES | 43 |
| POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS | 36 |
| DETERMINE PRINTING SPECIFICATIONS OR METHODS FOR REPRODUCTION OF PUBLICATIONS | 36 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 36 |
| PREPARE PUBLICATIONS DISTRIBUTION RECORDS | 36 |
| ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION CENTER (PDC) OR HIGHER HEADQUARTERS | 36 |
| CONSOLIDATE MAIL SHIPMENTS | 36 |
| PACKAGE UNCLASSIFIED MATERIALS | 29 |
| ESTABLISH STOCK LIST REQUIREMENTS | 29 |
| ISSUE NONACCOUNTABLE FORMS TO CARS | 29 |
| CONDUCT DAILY SECURITY CHECKS | 29 |
| TYPE BLANK FORMS | 29 |

TABLE XIXc
 TECHNICAL ORDERS CLERKS
 (GRP128)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ESTABLISH TECHNICAL ORDER REQUIREMENTS | 92 |
| POST SPECIALIZED PUBLICATIONS, SUCH AS TECHNICAL ORDERS | 92 |
| ANSWER TELEPHONES | 85 |
| PREPARE TECHNICAL ORDER REQUISITIONS | 85 |
| MAINTAIN NUMERICAL INDEX AND REQUIREMENTS TABLES, SUCH AS TECHNICAL ORDERS | 77 |
| MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS | 54 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 54 |
| DISTRIBUTE PUBLICATIONS | 46 |
| GREET VISITORS | 46 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 46 |
| OPERATE OFFICE COPY MACHINES | 46 |
| CHANGE OUT DOCUMENTS | 31 |
| MAINTAIN RECORD SETS OF PUBLICATIONS | 31 |
| REVIEW PUBLICATIONS REQUIREMENTS | 31 |
| INVENTORY EQUIPMENT, TOOLS, OR SUPPLIES | 31 |
| TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 31 |
| DISPOSE OF EXCESS STOCK OF PUBLICATIONS | 31 |
| KEYPUNCH MACHINES DATA CARDS | 23 |
| STOCK PUBLICATIONS | 23 |
| REVIEW PUBLICATIONS BULLETINS | 23 |
| EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS | 23 |
| PACKAGE PUBLICATIONS FOR SHIPMENT | 23 |
| CONDUCT ORIENTATION BRIEFINGS OF NEWLY APPOINTED CUSTOMER ACCOUNT REPRESENTATIVES (CARS) OR ALTERNATE CARS | 23 |
| EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR | 23 |
| CONDUCT DAILY SECURITY CHECKS | 23 |

TABLE XX
MAIL DISTRIBUTION CLUSTER
(GRPO57)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 90 |
| APPLY POSTAGE TO CONTAINERS | 88 |
| METER MAIL | 84 |
| CONSOLIDATE MAIL SHIPMENTS | 84 |
| SACK MAIL | 83 |
| CALCULATE POSTAGE OR MAILING RATES AND FEES | 79 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS | 79 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL | 77 |
| PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS | 77 |
| PICK UP MAIL FROM POST OFFICES | 76 |
| REDIRECT MISSENT OFFICIAL MAIL | 75 |
| PACKAGE UNCLASSIFIED MATERIALS | 73 |
| SECURE METERING MAILING MACHINES | 72 |
| RECORD METERING MAILING MACHINE READINGS | 71 |
| DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES | 71 |
| DELIVER ADMINISTRATIVE COMMUNICATIONS | 70 |
| DELIVER MAIL TO POST OFFICES | 70 |
| COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS | 70 |
| Sort COMMUNICATION WITHIN BITC | 67 |
| DRIVE MOBILE DISTRIBUTION VANS | 66 |
| ASSIGN ACCOUNTABLE CONTAINER NUMBERS | 63 |
| CONDUCT DAILY SECURITY CHECKS | 62 |
| DETERMINE MAILABILITY OF ACCOUNTABLE ARTICLES | 62 |
| OPEN REGISTERED POUCHES | 57 |
| COMPLETE RECEIPTS FOR CERTIFIED MAIL LABEL (PS FORM 3800) | 57 |

TABLE XXa

UNIT MAIL ROOM DISTRIBUTION CLERKS
(GRP405)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| PACKAGE UNCLASSIFIED MATERIALS | 100 |
| ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES | 93 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS | 93 |
| DELIVER ADMINISTRATIVE COMMUNICATIONS | 87 |
| ANSWER TELEPHONES | 87 |
| PACKAGE CLASSIFIED MATERIALS | 87 |
| CONDUCT DAILY SECURITY CHECKS | 87 |
| OPERATE OFFICE COPY MACHINES | 80 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 80 |
| ROUTE COMMUNICATIONS OTHER THAN IN BASE INFORMATION TRANSFER CENTER (BITC) | 73 |
| DETERMINE ADMINISTRATIVE COMMUNICATION RECIPIENTS | 73 |
| SACK MAIL | 73 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL | 73 |
| OPEN REGISTERED POUCHES | 73 |
| DETERMINE DUPLICATING METHODS | 73 |
| GREET VISITORS | 73 |
| PREPARE RECEIPTS FOR CLASSIFIED MATERIALS | 67 |
| CONSOLIDATE MAIL SHIPMENTS | 67 |
| COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS | 67 |
| ANNOTATE REPRODUCED COPIES OF CLASSIFIED DOCUMENTS TO REFLECT DISTRIBUTION | 67 |
| VERIFY ACCOUNTABLE CONSOLIDATED MAIL | 67 |
| DETERMINE WORK PRIORITIES | 60 |
| REDIRECT MISSENT OFFICIAL MAIL | 60 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 60 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 60 |

TABLE XXb

NCOICs BASE INFORMATION TRANSFER CENTER (BITC)
(GRP453)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| CONSOLIDATE MAIL SHIPMENTS | 100 |
| ANSWER TELEPHONES | 97 |
| METER MAIL | 97 |
| APPLY POSTAGE TO CONTAINERS | 97 |
| CONDUCT DAILY SECURITY CHECKS | 94 |
| SACK MAIL | 94 |
| CALCULATE POSTAGE OR MAILING RATES AND FEES | 90 |
| DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES | 90 |
| DETERMINE MAILABILITY OF ACCOUNTABLE ARTICLES | 90 |
| RECORD METERING MAILING MACHINE READINGS | 90 |
| REDIRECT MISSENT OFFICIAL MAIL | 90 |
| SORT COMMUNICATION WITHIN BITC | 87 |
| DETERMINE WORK PRIORITIES | 87 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS | 87 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL | 87 |
| DETERMINE ELIGIBILITY FOR ACCOUNTABLE MAIL SHIPMENTS | 87 |
| OPEN REGISTERED POUCHES | 87 |
| VERIFY CONTENTS IN ACCOUNTABLE CONTAINERS | 84 |
| ASSIGN ACCOUNTABLE CONTAINER NUMBERS | 84 |
| SECURE METERING MAILING MACHINES | 84 |
| DELIVER MAIL TO POST OFFICES | 84 |
| DESTROY CLASSIFIED MATERIALS OR WASTE | 84 |
| PACKAGE UNCLASSIFIED MATERIALS | 81 |
| COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS | 81 |
| COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS | 81 |

TABLE XXc
 BITC DISTRIBUTION CLERKS
 (GRP268)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| APPLY POSTAGE TO CONTAINERS | 98 |
| METER MAIL | 95 |
| CALCULATE POSTAGE OR MAILING RATES AND FEES | 93 |
| PICK UP MAIL FROM POST OFFICES | 92 |
| ANSWER TELEPHONES | 91 |
| CONSOLIDATE MAIL SHIPMENTS | 89 |
| SACK MAIL | 87 |
| PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS | 82 |
| SECURE METERING MAILING MACHINES | 82 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL | 80 |
| SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS | 79 |
| RECORD METERING MAILING MACHINE READINGS | 79 |
| SORT COMMUNICATION WITHIN BITC | 78 |
| DELIVER MAIL TO POST OFFICES | 78 |
| DRIVE MOBILE DISTRIBUTION VANS | 77 |
| COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS | 75 |
| PACKAGE UNCLASSIFIED MATERIALS | 74 |
| DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES | 72 |
| REDIRECT MISSENT OFFICIAL MAIL | 72 |
| DELIVER ADMINISTRATIVE COMMUNICATIONS | 69 |
| TAG REGULAR CONSOLIDATED MAIL SHIPMENTS | 66 |
| COMPLETE RECEIPTS FOR CERTIFIED MAIL LABEL (PS FORM 3800) | 64 |
| ASSIGN ACCOUNTABLE CONTAINER NUMBERS | 62 |
| DETERMINE MAILABILITY OF ACCOUNTABLE ARTICLES | 61 |
| PERFORM OPERATOR CHECKS OF METERING MAILING MACHINES | 60 |

TABLE XXI
 POSTAL CLUSTER
 (GRP284)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| NOTIFY PATRONS OF LOCK BOX COMBINATIONS | 97 |
| INDORSE MAIL FOR FORWARDING | 92 |
| RETURN UNDELIVERABLE FIRST CLASS MAIL TO SENDERS | 92 |
| MAINTAIN MAIL BOX NUMBER ASSIGNMENTS | 90 |
| CHANGE LOCK BOX COMBINATIONS | 90 |
| RETURN UNDELIVERABLE BULK RATE MAIL TO US POST OFFICES | 89 |
| ANSWER TELEPHONES | 88 |
| SECURE UNASSIGNED BOXES TO PREVENT MISCASTING OF MAIL | 88 |
| SORT MAIL FOR DISTRIBUTION TO LOCK BOXES | 86 |
| DETERMINE ELIGIBILITY FOR LOCK BOX OR GENERAL DELIVERY SERVICES | 86 |
| LABEL CLERK'S SIDE OF MAIL BOXES WITH NUMBERS AND NAMES | 85 |
| LABEL BOXES WHOSE HOLDERS ARE ON TEMPORARY DUTY OR OTHER ABSENCE | 85 |
| SORT MAIL FOR GENERAL DELIVERY SERVICE | 84 |
| ADVISE PSC PATRONS ON SERVICES AVAILABLE | 84 |
| PLACE PARCEL POST AND ACCOUNTABLE MAIL NOTICES IN LOCK BOXES | 84 |
| SCREEN BASE/UNIT LOCATOR AND POSTAL DIRECTORY FORMS (AF FORM 624) | 84 |
| REMOVE LOCK BOX LABELS | 84 |
| PERFORM LOCK BOX MAINTENANCE | 82 |
| DELIVER GENERAL DELIVERY MAIL TO PATRONS | 81 |
| SCREEN GENERAL DELIVERY MAIL | 81 |
| POST WARNINGS OR OTHER NOTICES IN PSC LOBBY | 74 |
| BACKSTAMP AND INITIAL MAIL GIVEN DIRECTORY SERVICES | 73 |
| MAINTAIN UNIT MAIL DIRECTORIES | 73 |
| SCREEN MAIL FOR UNIT TEMPORARY DUTY ASSIGNMENTS | 70 |
| ADVISE UNITS OR MAILING ADDRESSES | 68 |

TABLE XXIa
UNIT MAIL CLERKS
(GRP315)

| TASKS | PERCENT MEMBERS PERFORMING |
|--|----------------------------------|
| PLACE PARCEL POST AND ACCOUNTABLE MAIL NOTICES IN LOCK BOXES | 100 |
| MAINTAIN MAIL BOX NUMBER ASSIGNMENTS | 100 |
| NOTIFY PATRONS OF LOCK BOX COMBINATIONS | 100 |
| SCREEN BASE/UNIT LOCATOR AND POSTAL DIRECTORY FORMS (AF FORM 624) | 100 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 92 |
| LABEL CLERK'S SIDE OF MAIL BOXES WITH NUMBERS AND NAMES | 92 |
| CHANGE LOCK BOX COMBINATIONS | 92 |
| DETERMINE ELIGIBILITY FOR LOCK BOX OR GENERAL DELIVERY SERVICES | 92 |
| PREPARE FILE GUIDES OR LABELS | 92 |
| ANSWER TELEPHONES | 83 |
| INDORSE MAIL FOR FORWARDING | 83 |
| CONDUCT DAILY SECURITY CHECKS | 83 |
| MAINTAIN UNIT MAIL DIRECTORIES | 83 |
| ISSUE MEAL CARDS | 83 |
| LABEL BOXES WHOSE HOLDERS ARE ON TEMPORARY DUTY OR OTHER ABSENCE | 83 |
| SCREEN GENERAL DELIVERY MAIL | 83 |
| TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 75 |
| TYPE BLANK FORMS | 75 |
| SORT MAIL FOR DISTRIBUTION TO LOCK BOXES | 75 |
| MAINTAIN BASE LOCATOR FILES | 75 |
| DISTRIBUTE PUBLICATIONS | 75 |
| OPERATE OFFICE COPY MACHINES | 75 |
| RETURN UNDELIVERABLE BULK RATE MAIL TO US POST OFFICES | 75 |
| SECURE UNASSIGNED BOXES TO PREVENT MISCASTING OF MAIL | 75 |
| MAINTAIN MEAL CARD CONTROL LOGS | 75 |

TABLE XX1b
 POSTAL SERVICE CENTER CLERKS
 (GRP313)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| NOTIFY PATRONS OF LOCK BOX COMBINATIONS | 97 |
| RETURN UNDELIVERABLE FIRST CLASS MAIL TO SENDERS | 95 |
| INDORSE MAIL FOR FORWARDING | 93 |
| RETURN UNDELIVERABLE BULK RATE MAIL TO US POST OFFICES | 92 |
| CHANGE LOCK BOX COMBINATIONS | 90 |
| SORT MAIL FOR GENERAL DELIVERY SERVICE | 90 |
| ADVISE PSC PATRONS ON SERVICES AVAILABLE | 90 |
| SECURE UNASSIGNED BOXES TO PREVENT MISCASTING OF MAIL | 90 |
| SORT MAIL FOR DISTRIBUTION TO LOCK BOXES | 89 |
| MAINTAIN MAIL BOX NUMBER ASSIGNMENTS | 89 |
| ANSWER TELEPHONES | 89 |
| REMOVE LOCK BOX LABELS | 87 |
| LABEL BOXES WHOSE HOLDERS ARE ON TEMPORARY DUTY OR OTHER ABSENCE | 85 |
| DETERMINE ELIGIBILITY FOR LOCK BOX OR GENERAL DELIVERY SERVICES | 85 |
| LABEL CLERK'S SIDE OF MAIL BOXES WITH NUMBERS AND NAMES | 84 |
| DELIVER GENERAL DELIVERY MAIL TO PATRONS | 84 |
| PERFORM LOCK BOX MAINTENANCE | 84 |
| BACKSTAMP AND INITIAL MAIL GIVEN DIRECTORY SERVICE | 80 |
| PLACE PARCEL POST AND ACCOUNTABLE MAIL NOTICES IN LOCK BOXES | 80 |
| SCREEN BASE/UNIT LOCATOR AND POSTAL DIRECTORY FORMS (AF FORM 624) | 80 |
| SCREEN GENERAL DELIVERY MAIL | 80 |
| POST WARNINGS OR OTHER NOTICES IN PSC LOBBY | 77 |
| ADVISE UNITS OF MAILING ADDRESSES | 74 |
| REPORT POSTAL OFFENSES | 72 |
| MAINTAIN UNIT MAIL DIRECTORIES | 70 |

TABLE XXII
 COURIER ASSISTANTS
 (GRP019)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| ANSWER TELEPHONES | 95 |
| VERIFY COURIER MATERIALS AGAINST ARFCOS FORMS 1, 3, 4, AND 5 | 90 |
| CONTAINERIZE COURIER MATERIALS | 90 |
| ASSIGN ARFCOS CONTROL NUMBERS TO COURIER MATERIALS | 90 |
| LOAD OR UNLOAD ARFCOS MATERIALS | 85 |
| PREPARE DISPATCH FORMS FOR COURIER MATERIALS (ARFCOS FORMS 1, 3, 4, AND 5) | 85 |
| INVENTORY ARFCOS MATERIALS | 85 |
| DETERMINE ROUTING OF COURIER MATERIALS WITHOUT DEADLINE DELIVERY DATES | 85 |
| DETERMINE ELIGIBILITY OF MATERIALS FOR ARFCOS HANDLING | 85 |
| POUCH COURIER MATERIALS | 80 |
| RECORD WEIGHTS OF COURIER POUCHES | 80 |
| PLACE INCOMING COURIER MATERIALS IN STORAGE | 80 |
| ACT AS GUARD DURING MOVEMENTS OF COURIER MATERIALS | 80 |
| DRIVE VEHICLES TO TRANSPORT COURIER MATERIALS | 80 |
| VERIFY ADDRESSES, LOCKS, AND SEALS AGAINST COURIER CONTROL DOCUMENTS | 75 |
| PROCESS INCOMING COURIER MATERIALS FOR SHIPMENT TO OTHER LOCATIONS | 75 |
| DETERMINE ROUTING OF COURIER MATERIALS WITH DEADLINE DELIVERY DATES | 75 |
| WITNESS OPENING OR CLOSING OF COURIER POUCHES | 70 |
| CONDUCT DAILY SECURITY CHECKS | 70 |
| SEGREGATE INCOMING COURIER MATERIALS | 65 |
| WEIGH COURIER POUCHES | 65 |
| PALETTIZE COURIER MATERIALS | 65 |
| DETERMINE ACTION OFFICES FOR ARMED FORCES COURIER SERVICES (ARFCOS) MATERIALS | 65 |
| GREET VISITORS | 60 |
| WITNESS ENROUTE AIRCRAFT LOADING OR UNLOADING AS A COURIER | 55 |

TABLE XXIII
KEYPUNCH OPERATORS
(GRP049)

| <u>TASKS</u> | <u>PERCENT MEMBERS PERFORMING</u> |
|---|---|
| ANSWER TELEPHONES | 87 |
| KEYPUNCH MACHINE DATA CARDS | 83 |
| CODE MACHINE DATA CARDS | 53 |
| OPERATE OFFICE COPY MACHINES | 47 |
| DETERMINE WORK PRIORITIES | 43 |
| DEVELOP WORK METHODS OR PROCEDURES | 37 |
| CONSTRUCT COMPUTER UPDATES | 30 |
| PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES | 27 |
| DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES | 23 |
| TYPE BLANK FORMS | 20 |

TABLE XXIV
WORD PROCESSING SPECIALISTS
(GRP956)

| TASKS | PERCENT MEMBERS PERFORMING |
|---|----------------------------------|
| TYPED ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MAGNETIC POWERED TYPEWRITING EQUIPMENT | 100 |
| TYPED IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MAGNETIC POWERED TYPEWRITING EQUIPMENT | 100 |
| ANSWER TELEPHONES | 92 |
| TYPED IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 50 |
| TRANSCRIBE DICTATION FROM RECORDINGS, SUCH AS DICTAPHONE | 50 |
| TYPED ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS | 42 |
| REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR | 33 |
| TYPED BLANK FORMS | 33 |
| MAINTAIN OFFICE SUPPLY STOCK LEVELS | 25 |
| POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS | 25 |
| OPERATE OFFICE COPY MACHINES | 25 |