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**General Schedule  
Position Classification Standards**



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**POSITION CLASSIFICATION  
STANDARD  
FOR  
MESSENGER  
SERIES, GS-0302**



**Workforce Compensation  
and Performance Service**



# Messenger Series

GS-0302

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## SERIES DEFINITION

This series includes all classes of positions the primary duties of which are to supervise or perform general messenger work, such as receiving, delivering, and collecting incoming and outgoing mail or other documents or items, including correspondence, memoranda, publications, records, files, packages, and other similar material. Positions in this series may also involve the performance of light manual or mechanical work, or general office tasks of a simple and routine nature, or the operation of a motor vehicle.

These standards supersede those originally issued in July 1943 for the Messenger Series, GS-0302, under the code of CP-C-110-0, reprinted in December 1952, and amended in March 1954. This revision is the result of a complete study of the occupation, and the standards have been completely revised.

These standards include grade-level descriptions for the non-supervisory positions only. Supervisory messenger positions are to be classified by reference to the [General Schedule Supervisory Guide](#).

## INCLUSIONS

Included in this series are positions which are primarily concerned with the receipt, individual-route sorting, collection or pickup, and delivery of mail (insured, registered, air mail, etc.) and a variety of other papers, documents, and administrative material processed or handled in the mail unit or messenger room.

Messenger positions may also include the performance, as required, of miscellaneous tasks such as operating simple duplicating equipment (ditto, mimeograph, ozalid, etc.) in an office situation; light manual work such as lifting and emptying mail sacks, delivering or collecting administrative material and packages, moving office machines and equipment, etc.; simple office duties such as checking outgoing material for complete address, noting changes on messenger route, filing alphabetically, date-stamping material, etc., or the operation of automotive equipment to facilitate the performance of messenger work.

These miscellaneous tasks may be combined in various ways with general messenger work to constitute specific messenger positions. Positions are not excluded from the Messenger Series when the miscellaneous tasks performed are at the same or lower grade level as the messenger work and when the basic purpose and primary duties of the positions are characteristic of this series.

## EXCLUSIONS

Excluded from this series are the following:

1. Positions primarily concerned with reading, inspecting routing, recording, and sorting mail. These positions are included in the [Mail and File Series, GS-0305](#).
2. Positions primarily concerned with escorting employees, visitors, patients, etc., on official business or visits to specific points or buildings. Depending on the basic purpose of these positions they are classified in the [Guard Series, GS-0085](#); [General Clerical and Administrative Series, GS-0301](#); [Information Receptionist Series, GS-0304](#); or [Tour Leader Series, GS-0307](#).
3. Positions which require the operation of automotive equipment when the positions meet the criteria for exclusion from the General Schedule which are set forth in the [Introduction to the Position Classification Standards](#). Many positions requiring the operation of automotive equipment are clearly messenger positions, others are clearly chauffeur or truck driver positions. In some, the automotive equipment is operated only incidentally to facilitate the performance of messenger duties while in others the operation of the vehicle is primary. There are also positions which are so evenly balanced between messenger work and motor vehicle operation that deciding on the appropriate pay system will be difficult even after considering the material in the introduction. Frequently, when positions are on the borderline between pay systems, there are pressures to place them in the system which produces the highest pay rate. That is not a legal basis for placing positions in a pay system. Positions should not be placed in a pay system which isolates them from their logical promotion pattern. Doing so will force employees to choose between staying in a dead end job in one pay system or taking a cut in pay to "progress to a higher skilled job in another. Therefore, when it is impossible to isolate the paramount qualification requirement, the position's probable career ladder becomes the most important consideration. If, for example, a position requires the operation of a motor vehicle to deliver messages for 100 percent of the employee's time, and the organization has no other wage system employees, it would be inappropriate to place the position in the wage system. In an organization with no other General Schedule employees, it would be inappropriate to place the position under the General Schedule. Between these two extremes there will be many organizations with some wage system and some General Schedule employees. Each will require a careful evaluation to determine the probable career ladder for that specific position. All positions in the same career ladder should be placed in the same classification and pay system.

## TITLES

Messenger is the title for positions the duties of which are to perform messenger work on foot, by operating a bicycle or tricycle, or by operating some other type of delivery mechanism, e.g., a pneumatic tube system. Messenger (Motor Vehicle Operator) is the title for positions the duties of which are to perform messenger work requiring the operation of an automobile, light-duty truck, motorcycle, or motor scooter. This title is used whenever appropriate. Since the messenger duties may be of any of the types appropriate in this series, positions for which this title is appropriate are not discussed separately at the individual grade levels.

Supervisory Messenger is the title for all positions concerned primarily with the supervision of messenger work. (Positions of working leaders described at the GS-2 level in this standard are not to be given a supervisory title.)

## CLASSIFICATION FACTORS

The most significant classification factors are Nature and Variety of Work, Supervision Exercised over the Work, and Knowledges, Abilities, and other Qualities Required for Performance of Work. Other classification factors are usually not appropriate in distinguishing between grades and are not discussed in the standards.

## MESSENGER, GS-0302-01

Nature and variety of work -- These positions include the performance of routine repetitive messenger work involving the general collection and delivery of a variety of mail, documents, and other papers or materials on a predetermined route and time schedule to designated individuals or offices within one or a group of closely situated buildings or in buildings that are widely separated when the stops are part of an established messenger route. The mail, documents, or other papers picked up or delivered do not include materials classified under security regulations when this requires a continuing knowledge of the procedures and regulations for handling such documents but may include regular mail that does require some special handling because it is Insured, registered, marked for special handling, etc. These positions may also include the performance of simple and routine clerical, mechanical, or manual tasks as required, when these tasks do not exceed this grade level in difficulty and responsibility.

### **Typically messengers:**

Receive mail and administrative material previously separated according to routes.

Sort the mail to be delivered on their specific route according to prescribed stops.

Arrange material in order of delivery.

Deliver material by office number, code, individual name, or organizational unit.

Pick up at prescribed stops and sort material to be delivered along the messenger route in returning to the mail or messenger room.

Occasionally, make special trips to offices, inside or outside the building, to pick up or deliver special mail or materials; or to deliver or pick up classified material. (Specific special instructions are usually provided for each special trip of this type.)

Perform other simple and routine manual, mechanical, or clerical duties as prescribed.

Supervision exercised over the work--The messenger work is performed in accordance with specific instructions and procedures, and the supervisor provides necessary instructions or directions for nonroutine tasks.

**Knowledges, abilities, and other qualities required:**

Knowledge of regular messenger collection and delivery procedures.

Ability to understand and follow simple instructions.

Ability to memorize routes, office locations, and points of collection and delivery.

Ability to become familiar with names or codes of key employees or offices.

Willingness to perform incidental manual, mechanical, or clerical duties as may be assigned.

## MESSENGER, GS-0302-02

Nature and variety of work. -- These positions consist of messenger work involving some responsibility and requiring some judgment and a knowledge of a limited number of pertinent regulations. These positions involve work as described in one or more of the following typical situations. Other miscellaneous tasks are performed as assigned:

1. Collects and delivers security classified mail and material which requires special precautions and a knowledge of security regulations and administrative procedures applicable to the handling of such materials by messengers. Messengers in this work situation typically:

Pick up and inspect classified material to see that security regulations pertaining to messenger service have been complied with, i. e., material is properly sealed and addressed, receipt card or form is attached, security classification is indicated, etc.

Advise persons at pickup points, as requested, on the correct procedure in preparing security material for purposes of delivery by messengers.

Safeguard material in transit by taking all precautions not to lose or mislay and precautions to retain personal possession of classified material at all times.

Locate and identify the prescribed person to whom the material is addressed.

Deliver individual pieces of mail, obtain and turn in necessary receipt or signature.

Tactfully refuse to deliver material to unauthorized personnel.

Refer to supervisor or security officer any unusual incident or situation involved in handling classified material.

(NOTE: The essential characteristic of this example is the requirement for possession and use of a knowledge of pertinent security classification regulations. In many instances, however, messengers handle security classified material without being aware of its classified nature, as when it is sealed in an outer plain envelope, and consequently are not required to possess and apply a knowledge of security regulations. Such positions are not classifiable at GS-2 merely because security material is involved.)

2. Serves as the principal or special messenger to the top-ranking official (and his assistants) of a department, agency, bureau, commission, or similar organization, with responsibility for the collection and delivery of security classified and unclassified mail, documents, and other papers requiring special handling. The mail and material involved are usually urgent and important and require prompt and efficient service to facilitate receipt and delivery in and out of the office or to outside buildings or points. This requires some initiative and judgment in furnishing routine information, locating lost or delayed mail, providing special messenger services, or performing other phases of messenger work requiring special attention and involving direct personal contact with high-ranking officials. The individual tasks involved in collecting and delivering classified and unclassified material are otherwise similar to those described in example 1 above or at the GS-1 level.

3. Collects classified or unclassified mail or special administrative material from several widely separated buildings or points, and delivers to designated individuals or offices which, because of the distances involved, may require the operation of automotive equipment to facilitate the performance of the messenger work. Avoids unnecessary delays, and selects the most expeditious route for special delivery or collection. Incumbents perform a full range of individual messenger tasks pertinent to the delivery and collection of classified or unclassified mail and other material.

4. Also at this level are positions of working leaders with limited quasi-supervisory responsibility over the day-to-day work of 2 or 3 messengers in the same or lower-graded positions. The duties and responsibilities of working leaders consist essentially of assigning and checking work and-seeing that schedules are maintained. Such duties are performed under direction of a supervisor and do not meet the criteria of the minimum level of supervisory responsibility required by the Supervisory Grade Evaluation Guide, Part I.

Supervision exercised over the work.-The messenger work is performed in accordance with specific instructions and procedures. The supervisor provides necessary instructions or directions for nonroutine tasks as required.

**Knowledges, abilities, and other qualities required:**

The knowledges, abilities, and other qualities are similar to those at the GS-1 level, and, in addition, include those described at this level in the work situations under Nature and Variety of Work. In addition, working leader positions require the ability to assign and check work of two or three other messengers.

Automotive operator positions require ability to operate a motor vehicle, a knowledge of State and local traffic laws, collection and delivery points, and availability of parking or stopping areas, and alertness and resourcefulness to avoid accidents.