General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

Multiple Award Schedule - MAS
CONTRACT NUMBER: 47QTCA21D001A
Information Technology Category
Special Item No. 54151S Information Technology Professional Services
Special Item No. 561422 Automated Contact Center Solutions (ACCS)

Period Covered by Contract:
November 02, 2020 – November 01, 2025

Pearl Interactive Network, Inc.
1103 Schrock Road Suite 109
Columbus, Ohio 43229
DUNS: 808469642
Phone: 614.258.2943
Website: www.pinsourcing.com

Jean Murphy
Vice President Business Development
Email: busdev@pinsourcing.com

Business Size: Small Business, Women-Owned Small Business (WOSB),
HUBZone Small Business, Women-Owned Business

Effective 11/02/2020 – Pricelist current through Modification A812 of 11/20/2020

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address GSA Advantage® is: GSAAAdvantage.gov.
GSA AWARDED TERMS AND CONDITIONS
Pearl Interactive Network, Inc.

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):
   SIN 54151S: Information Technology Professional Services
   SIN 561422: Automated Contact Center Solutions (ACCS)

1b. IDENTIFICATION OF THE LOWEST PRICED MODEL NUMBER AND LOWEST UNIT PRICE FOR THAT MODEL FOR EACH SPECIAL ITEM NUMBER AWARDED IN THE CONTRACT:

   Please see the pricelist below for details.

1c. IF THE CONTRACTOR IS PROPOSING HOURLY RATES, A DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION FOR THOSE TYPES OF EMPLOYEES OR SUBCONTRACTORS WHO WILL PERFORM SERVICES SHALL BE PROVIDED. IF HOURLY RATES ARE NOT APPLICABLE, INDICATE NOT APPLICABLE FOR THIS ITEM:

   Please see the labor category descriptions below for details.

2. MAXIMUM ORDER*: $500,000
   "If the “best value” selection places your order over this Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement; (2) offer the lowest price available under this contract; or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404"

3. MINIMUM ORDER: $100.00


5. POINT(S) OF PRODUCTION: 1103 Schrock Road Suite 109, Columbus, OH 43229

6. DISCOUNT FROM LIST PRICES: Net GSA pricing is listed in the attached pricing table

7. VOLUME/QUANTITY DISCOUNT(S): .5% discount for orders equal to or greater than $250K

8. PROMPT PAYMENT TERMS: 0%, Net 30 Days

9a. Government purchase cards are accepted at or below the micro-purchase threshold

9b. Government purchase cards are not accepted above the micro-purchase threshold
10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: To be negotiated at the task order level

11b. EXPEDITED DELIVERY: To be negotiated at the task order level

11c. OVERNIGHT AND 2-DAY DELIVERY: To be negotiated at the task order level

11d. URGENT REQUIREMENTS: Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery

12. FOB POINT: Destination; 48 contiguous states and Washington, DC, as well as Alaska, Hawaii, and Puerto Rico

13a. ORDERING ADDRESS:
Pearl Interactive Network, Inc.
1103 Schrock Road Suite 109
Columbus, Ohio 43229

13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in FAR 8.405-3

14. PAYMENT ADDRESS:
Pearl Interactive Network, Inc.
1103 Schrock Road Suite 109
Columbus, Ohio 43229

15. WARRANTY PROVISION: N/A

16. EXPORTPACKING CHARGES: N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:
Accepted at and below the micro-purchase threshold

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable). N/A

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. Section 508 Compliance for EIT: N/A

25. DUNS NUMBER: 808469642

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Active, CAGE Code 56HHO
SIN 54151S: Information Technology Professional Services

PRICE SHEET

<table>
<thead>
<tr>
<th>SIN 54151S</th>
<th>YEAR 1 Price Offered to GSA</th>
<th>YEAR 2 Price Offered to GSA</th>
<th>YEAR 3 Price Offered to GSA</th>
<th>YEAR 4 Price Offered to GSA</th>
<th>YEAR 5 Price Offered to GSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN</td>
<td>Labor Categories</td>
<td>Effective: November 02, 2020 – November 01, 2021</td>
<td>Effective: November 02, 2021 – November 01, 2022</td>
<td>Effective: November 02, 2022 – November 01, 2023</td>
<td>Effective: November 02, 2023 – November 01, 2024</td>
</tr>
<tr>
<td>54151S IT</td>
<td>Quality Assurance Specialist</td>
<td>$57.35</td>
<td>$58.50</td>
<td>$59.67</td>
<td>$60.86</td>
</tr>
<tr>
<td>54151S IT</td>
<td>Trainer</td>
<td>$75.80</td>
<td>$77.32</td>
<td>$78.86</td>
<td>$80.44</td>
</tr>
<tr>
<td>54151S IT</td>
<td>IT Project Manager</td>
<td>$101.96</td>
<td>$104.00</td>
<td>$106.08</td>
<td>$108.21</td>
</tr>
<tr>
<td>54151S IT</td>
<td>IT Specialist</td>
<td>$115.87</td>
<td>$118.19</td>
<td>$120.55</td>
<td>$122.96</td>
</tr>
<tr>
<td>54151S IT</td>
<td>Subject Matter Expert</td>
<td>$162.22</td>
<td>$165.46</td>
<td>$168.77</td>
<td>$172.15</td>
</tr>
</tbody>
</table>

SIN 54151S IT Professional Services
Labor Category Description

**IT Project Manager**
**Minimum/ General Experience and Years:** Four (4) years of general experience. Six (6) years of general experience is considered equivalent to a bachelor’s degree. With a master’s degree, no specific experience is required. This position requires more than 4 years' experience with a conceptual and working knowledge of software engineering, software development, operating systems, files systems, database systems, and data communications. Specific working knowledge of Internet programming languages and development environments is required. Knowledge of industry applications and implementation techniques is required. Understanding related to IT Project Management tools and techniques is essential.

**Functional Responsibility:** Provides overall direction and IT project management of the analysis, design, and implementation of applications. Projects may include the development of new applications, modifications to existing applications, or integration with existing applications. Ensures efficient use of personnel and equipment assigned to projects.

**Minimum Education:** Bachelor's degree or appropriate combination of education and experience.

**Subject Matter Expert**
**Minimum/ General Experience and Years:** Works in a lead position and offers over 10 years of professional experience (except where education compensates).

**Functional Responsibility:** Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments. Functions as a senior technical authority on a given project, serving as a primary decision maker for technology decisions. Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. This position requires a thorough understanding of development, lifecycle, as well as planning and estimating experience required on complex projects. May train junior level personnel in technical complexities of assigned work, recommends changes in procedures, operates with full latitude for actions or decisions not reviewed and reviews progress with management.
Minimum Education: Bachelor’s degree or appropriate combination of education and experience.

IT Specialist
Minimum/General Experience: At least 5 years of related experience or equivalent.
Functional Responsibility: Position is responsible for understanding all technical requirements of integrating client systems to the company’s internal systems, including but not limited to networking, telephone, email, and CRM systems. Specifies and directs the purchase of equipment and software needed to ensure connectivity and integration. Oversees the implementation of all required hardware, software, and network connectivity with the client. Specifies and directs the purchase of all equipment and software needed by internal team members to deliver contracted services. Oversees the implementation of all required hardware, software, and network connectivity within the company. Serves as liaison between the company and all external hardware, software, networking, and IT services vendors. Maintains up to date knowledge of technologies used in the contact center environment to ensure smooth operations and forward-looking plans. Interacts and maintains contact with various management levels within a vertical or operating unit in addition to the client concerning the management and oversight of a team or work unit, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications.

Minimum Education: Bachelor’s degree or appropriate combination of education and experience.

Trainer
Minimum/ General Experience and Years: A combination of education and 3-5 years relevant experience.
Functional Responsibility: Responsible to plan, coordinate, and conduct training for new and existing employees to build and maintain a capable, efficient, and effective workforce that meets the organizational goals by using industry best practices for training development. Organizes training material to educate employees during the implementation process of strategic and standard techniques. Assists with development and delivery of specific learning and evaluates training outcomes. Conducts ongoing training to ensure consistent and complete understanding of the knowledge and skills required to report accurate and timely data collections. Secures training space, classroom set-up, training resources, and collection and entry of training data. Monitors progress of trainees and provide continuous support to improve knowledge and understanding to aid in job performance. Maintains training materials to ensure that all staff are kept up to date with any policy, procedures and application changes that occur. Assists in the evaluation of the effectiveness of training based upon formal and informal feedback from employees and customers.

Minimum Education: Bachelor’s degree or appropriate combination of education and experience.

Quality Assurance Specialist
Minimum/ General Experience and Years: At least 2-3 years of related experience or equivalent.
Functional Responsibility: Quality Analyst monitors and evaluates various transaction types to identify issues that cause errors, inefficiency, and end user dissatisfaction in order to develop improvements, improve the customer experience, decrease costs, and reduce cycle time. Monitors and evaluates various transaction types to identify issues that cause errors, inefficiency, and end user dissatisfaction. Identifies processes and policies that are incorrect, inconsistent, or do not meet the need of the end user or stakeholders. Recommends corrective and preventative actions to improve performance through improved processes, policies, training, systems, etc. Maintains accountability for accurately completing observations using required systems, standards, and tools. Successfully participates in calibration sessions to ensure alignment to overall Quality Assurance (QA) vision. Maintains overall balanced performance (productivity, attendance, etc.). Retains current knowledge regarding applicable policies, processes, and regulations. Researches and gathers data for special projects and initiatives.

Minimum Education: Bachelor’s degree or appropriate combination of education and experience.
## SIN 561422: Automated Contact Center Solutions (ACCS)

### PRICE SHEET

<table>
<thead>
<tr>
<th>SIN 54151S</th>
<th><strong>Labor Categories</strong></th>
<th><strong>YEAR 1 Price Offered to GSA</strong></th>
<th><strong>YEAR 2 Price Offered to GSA</strong></th>
<th><strong>YEAR 3 Price Offered to GSA</strong></th>
<th><strong>YEAR 4 Price Offered to GSA</strong></th>
<th><strong>YEAR 5 Price Offered to GSA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN</td>
<td></td>
<td>Effective: November 02, 2020 – November 01, 2021</td>
<td>Effective: November 02, 2021 – November 01, 2022</td>
<td>Effective: November 02, 2022 – November 01, 2023</td>
<td>Effective: November 02, 2023 – November 01, 2024</td>
<td>Effective: November 02, 2024 – November 01, 2025</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Administrative Support</td>
<td>$26.58</td>
<td>$27.12</td>
<td>$27.66</td>
<td>$28.21</td>
<td>$28.77</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Care Navigator</td>
<td>$30.39</td>
<td>$31.00</td>
<td>$31.62</td>
<td>$32.26</td>
<td>$32.90</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Customer Service Representative (CSR)</td>
<td>$32.41</td>
<td>$33.06</td>
<td>$33.72</td>
<td>$34.39</td>
<td>$35.08</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>WFO Labor Hours Specialist</td>
<td>$39.60</td>
<td>$40.39</td>
<td>$41.20</td>
<td>$42.03</td>
<td>$42.87</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>WFO Site Specialists I</td>
<td>$39.64</td>
<td>$40.43</td>
<td>$41.24</td>
<td>$42.07</td>
<td>$42.91</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Quality Analyst</td>
<td>$39.86</td>
<td>$40.65</td>
<td>$41.47</td>
<td>$42.29</td>
<td>$43.14</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Suitability Clerk</td>
<td>$42.39</td>
<td>$43.23</td>
<td>$44.10</td>
<td>$44.98</td>
<td>$45.88</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>WFO Site Specialists II</td>
<td>$43.60</td>
<td>$44.47</td>
<td>$45.36</td>
<td>$46.27</td>
<td>$47.19</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Supervisor</td>
<td>$48.02</td>
<td>$48.98</td>
<td>$49.96</td>
<td>$50.96</td>
<td>$51.97</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Surveyor</td>
<td>$48.18</td>
<td>$49.15</td>
<td>$50.13</td>
<td>$51.13</td>
<td>$52.15</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>HR Recruiter</td>
<td>$51.76</td>
<td>$52.79</td>
<td>$53.85</td>
<td>$54.93</td>
<td>$56.03</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Site Administrator</td>
<td>$55.40</td>
<td>$56.50</td>
<td>$57.63</td>
<td>$58.79</td>
<td>$59.96</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Quality Manager</td>
<td>$57.35</td>
<td>$58.50</td>
<td>$59.67</td>
<td>$60.86</td>
<td>$62.08</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Contact Center Support Specialist</td>
<td>$63.64</td>
<td>$64.92</td>
<td>$66.21</td>
<td>$67.54</td>
<td>$68.89</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Recruiting Supervisor</td>
<td>$66.24</td>
<td>$67.57</td>
<td>$68.92</td>
<td>$70.30</td>
<td>$71.70</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>Contact Center Information Engineer</td>
<td>$67.28</td>
<td>$68.62</td>
<td>$70.00</td>
<td>$71.40</td>
<td>$72.83</td>
</tr>
<tr>
<td>561422ACCS</td>
<td>WFO Site Supervisor</td>
<td>$68.21</td>
<td>$69.57</td>
<td>$70.96</td>
<td>$72.38</td>
<td>$73.83</td>
</tr>
</tbody>
</table>
### Labor Category Description

**SIN 561422 Automated Contact Center Solutions (ACCS)**

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Role</th>
<th>Minimum / General Experience and Years</th>
<th>Functional Responsibility</th>
<th>Educational Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Admin Support</strong></td>
<td>HR Manager</td>
<td>0-2 years of related experience</td>
<td>Provides general administrative support to program management staff.</td>
<td>High School Degree or appropriate combination of education and experience.</td>
</tr>
<tr>
<td></td>
<td>Operations Manager</td>
<td>0-2 years of related experience</td>
<td>Provides information and guidance for callers trying to navigate care services for themselves or their family members. Refers for services in community-based medication assisted treatment programs. Establishes and maintains relationships with local, state, and federal agencies and local service providers, such as the local Area Agencies, Social Services, Community Action Agency, etc. Keeps a current, updated directory of community services and makes it available to residents, families, and management. Documents contact with residents, providers, and families.</td>
<td>High School Degree or appropriate combination of education and experience.</td>
</tr>
<tr>
<td></td>
<td>Trainer</td>
<td>0-2 years of related experience</td>
<td>Provides information and guidance for callers trying to navigate care services for themselves or their family members. Refers for services in community-based medication assisted treatment programs. Establishes and maintains relationships with local, state, and federal agencies and local service providers, such as the local Area Agencies, Social Services, Community Action Agency, etc. Keeps a current, updated directory of community services and makes it available to residents, families, and management. Documents contact with residents, providers, and families.</td>
<td>High School Degree or appropriate combination of education and experience.</td>
</tr>
<tr>
<td></td>
<td>Sr. Site Manager</td>
<td>0-2 years of related experience</td>
<td>Provides general administrative support to program management staff.</td>
<td>High School Degree or appropriate combination of education and experience.</td>
</tr>
<tr>
<td><strong>Care Navigator</strong></td>
<td>Program Manager</td>
<td>0-2 years of related experience</td>
<td>Provides information and guidance for callers trying to navigate care services for themselves or their family members. Refers for services in community-based medication assisted treatment programs. Establishes and maintains relationships with local, state, and federal agencies and local service providers, such as the local Area Agencies, Social Services, Community Action Agency, etc. Keeps a current, updated directory of community services and makes it available to residents, families, and management. Documents contact with residents, providers, and families.</td>
<td>High School Degree or appropriate combination of education and experience.</td>
</tr>
<tr>
<td></td>
<td>Subject Matter Expert</td>
<td>0-2 years of related experience</td>
<td>Provides information and guidance for callers trying to navigate care services for themselves or their family members. Refers for services in community-based medication assisted treatment programs. Establishes and maintains relationships with local, state, and federal agencies and local service providers, such as the local Area Agencies, Social Services, Community Action Agency, etc. Keeps a current, updated directory of community services and makes it available to residents, families, and management. Documents contact with residents, providers, and families.</td>
<td>High School Degree or appropriate combination of education and experience.</td>
</tr>
<tr>
<td><strong>Customer Service Representative (CSR)</strong></td>
<td>Consultant</td>
<td>0-2 years of related experience</td>
<td>Provides information and guidance for callers trying to navigate care services for themselves or their family members. Refers for services in community-based medication assisted treatment programs. Establishes and maintains relationships with local, state, and federal agencies and local service providers, such as the local Area Agencies, Social Services, Community Action Agency, etc. Keeps a current, updated directory of community services and makes it available to residents, families, and management. Documents contact with residents, providers, and families.</td>
<td>High School Degree or appropriate combination of education and experience.</td>
</tr>
<tr>
<td><strong>Consultant</strong></td>
<td></td>
<td>To be determined based up project requirements</td>
<td>Performs a variety of tasks that require both practical experience and theoretical, state-of-the-art, technical knowledge in specialty area. Understands overall purpose of task assignment.</td>
<td>High School Degree or appropriate combination of education and experience.</td>
</tr>
</tbody>
</table>

### Rate and Benefits

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Rate</th>
<th>Base Pay</th>
<th>Labor Hourly Rate</th>
<th>Labor Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR Manager</td>
<td>$68.32</td>
<td>$69.68</td>
<td>$71.08</td>
<td>$72.50</td>
</tr>
<tr>
<td>Operations Manager</td>
<td>$73.78</td>
<td>$75.25</td>
<td>$76.76</td>
<td>$78.29</td>
</tr>
<tr>
<td>Trainer</td>
<td>$75.80</td>
<td>$77.32</td>
<td>$78.86</td>
<td>$80.44</td>
</tr>
<tr>
<td>Sr. Site Manager</td>
<td>$89.50</td>
<td>$91.29</td>
<td>$93.12</td>
<td>$94.98</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$101.96</td>
<td>$104.00</td>
<td>$106.08</td>
<td>$108.21</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$105.39</td>
<td>$107.50</td>
<td>$109.65</td>
<td>$111.85</td>
</tr>
<tr>
<td>Subject Matter Expert</td>
<td>$162.22</td>
<td>$165.46</td>
<td>$168.77</td>
<td>$172.15</td>
</tr>
<tr>
<td>Consultant</td>
<td>$185.39</td>
<td>$189.10</td>
<td>$192.88</td>
<td>$196.74</td>
</tr>
</tbody>
</table>

#### Notes

- **SIN 561422** is a Multiple Award Schedule Contract No. 47QTC21D001A.
integration testing of programs within a subsystem; Generates formal design documentation; Generates Interface Control Documents, documenting the interfaces between programs; Supports the development of Acceptance Test Plan and Procedures documents; Supports the development of customer design review materials; Designs, develops, and manages databases.

**Educational Requirements:** Bachelor’s Degree or appropriate combination of education and experience.

**Contact Center Support Specialist**

**Minimum/ General Experience and Years:** 1-2 years of related experience

**Functional Responsibility:** Installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures.

**Educational Requirements:** High School Degree or appropriate combination of education and experience.

**HR Manager**

**Minimum/ General Experience and Years:** 3-5 years of related experience

**Functional Responsibility:** Oversees the management of human resources programs including benefits administration, business administration, classification, compensation, employee relations, ethics, human capital planning and analysis, HRIS Management, HR reporting, performance management, personnel suitability, policy and compliance, staffing, and training and development. Develops and administers various Human Resources plans, procedures, and projects for all company personnel and lines of business. Ensures compliance with all federal, state, and local employment laws and applies within a government sub-contracting setting. Ensures compliance with FMLA, ADA, Title VII, ACA and other federal and state laws & regulations, Affirmative Action Plan, EEO-1, and VET-100 reporting annually.

**Educational Requirements:** Bachelor's Degree or appropriate combination of education and experience.

**HR Recruiter**

**Minimum/ General Experience and Years:** 1-2 years of related experience

**Functional Responsibility:** Responsible for recruitment strategies to proactively attract, recruit, source, interview and select candidates with the right talent based on defined skill sets. Achieves staffing objectives by establishing external referral relationships, utilizing strategic sourcing methodology in order to pursue the best active and passive candidates.

**Educational Requirements:** Bachelor’s Degree or appropriate combination of education and experience.

**Operations Manager**

**Minimum/ General Experience and Years:** 3-5 years of related experience

**Functional Responsibility:** Responsible for managing local scheduling and real-time operations that facilitate the maximization of resources (human and automated) to achieve customer satisfaction, productivity, schedule adherence and economic goals. Oversees daily activities of call center operations to maximize scheduling and real-time utilization of resources; analyzes and recommends part-time, flexible, and full-time employee mix for the site or program. Interfaces with central operations management to ensure smooth coordination of scheduling and maximization of schedule adherence; provides input on local conditions, identifies needs, and receives direction on real-time staffing increases or decreases.

**Educational Requirements:** Bachelor’s Degree or appropriate combination of education and experience.

**Program Manager**

**Minimum/ General Experience and Years:** 5-10 years of related experience

**Functional Responsibility:** Responsible for directing the performance of a contact center program and complexity of the IT infrastructure/ IT requirements/tools. Responsible for the effective management of funds and personnel is accountable for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Ensures that all required resources including staff, equipment, contact center solutions, and facilities are available for program implementation and ongoing operations. Manages, leads, directs and reviews the work of a team who exercise latitude and independence in their assignments.

**Educational Requirements:** Bachelor’s Degree or appropriate combination of education and experience.
**Project Manager**

**Minimum/ General Experience and Years:** 5-10 years of related experience

**Functional Responsibility:** Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The Project Manager maintains and manages the client interface at the COTR levels of the client organization. Assists the Program Manager as required in managing contract performance.

**Educational Requirements:** Bachelor’s Degree or appropriate combination of education and experience.

**Quality Analyst**

**Minimum/ General Experience and Years:** 1-2 years of related experience

**Functional Responsibility:** Conduct Quality Assurance audits to identify trends and report findings. Ensure teams are meeting daily quality audit goals. Determine new trends through call observation/reporting and propose methods of changing trends through training or other processes. Partners with supervisors/trainers/managers to identify skill improvement opportunities and makes recommendations on how to solve for knowledge gaps. Attends supervisor team meetings to speak to what QA is hearing and provide feedback to call center agents. Attends calibration session to ensure all required guidelines are understood and are being followed. Keeps up to date on all Cups, Desk-to-Desk and other trainings to remain a subject matter expert.

**Educational Requirements:** High School Degree or appropriate combination of education and experience.

**Quality Manager**

**Minimum/ General Experience and Years:** 4-8 years of related experience

**Functional Responsibility:** Conduct Quality Assurance audits to identify trends and report findings. Responsible for ensuring teams meet daily quality audit goals. Determines new trends through call observation/reporting and propose methods of changing trends through training or other processes. Partners with supervisors/trainers/managers to identify skill improvement opportunities and makes recommendations on how to solve for knowledge gaps. Attends supervisor team meetings to speak to what QA is hearing and provide feedback to call center agents. Attends calibration session to ensure all required guidelines are understood and are being followed. Keeps up to date on all Desk-to-Desk and other trainings to remain a subject matter expert.

**Educational Requirements:** Bachelor's Degree or appropriate combination of education and experience.

**Recruiting Supervisor**

**Minimum/ General Experience and Years:** 5-10 years of related experience

**Functional Responsibility:** Supervises regional talent acquisition consultants, coordinators and support staff and is responsible for the performance management and hiring of these employees. Fills a variety of assigned positions in operations and management. Develop and maintain candidate pools for a proactive recruiting function. Develops new strategies and programs to attract candidates. Works closely with talent acquisition manager to share best practices, aids on critical needs and coordinate on national-level initiatives. Oversees staff in properly determining applicant qualifications by interviewing applicants; analyzing responses; verifying references; comparing qualifications to job requirements.

**Educational Requirements:** Bachelor's Degree or appropriate combination of education and experience.

**Site Administrator**

**Minimum/ General Experience and Years:** 0-2 years of related experience

**Functional Responsibility:** Provide administrative support to center management working across multiple computer applications within the MS Office Suite and several web-based applications. The Site Administrator will focus on producing high quality deliverables.

**Educational Requirements:** Bachelor’s Degree or appropriate combination of education and experience.

**Sr. Site Manager**

**Minimum/ General Experience and Years:** 2-4 years of related experience

**Functional Responsibility:** Responsible for driving the overall execution of function specific business unit goals. This role is directly responsible for the customer experience on inbound calls/communications. Works
closely with the Operations and Customer Care teams to ensure that quality, productivity and Key Performance Indicators are achieved and will assist Corporate VP of Operations in effectively managing client relationships and expectations in a manner that benefits the company, as well as the client.

**Educational Requirements:** Bachelor's Degree or appropriate combination of education and experience.

**Suitability Clerk**

*Minimum/ General Experience and Years:* 0-2 years of related experience

**Functional Responsibility:** Manages the suitability process for all new staff. This position assists with other administrative aspects of the life cycle of employees such as, personnel records, recruitment, benefits, and audits. Ensures all candidates have the proper forms and supporting documentation to ensure a quick, accurate, and seamless suitability application process

**Educational Requirements:** High School Degree or appropriate combination of education and experience.

**Supervisor**

*Minimum/ General Experience and Years:* 6 months supervisor or leadership experience required. Minimum 2 years customer service, leadership and team interaction skills are required.

**Functional Responsibility:** Responsible to provide supervision and leadership to Customer Service Representatives with the goal of meeting program objectives and designated contract service level agreements. Set goals for performance and deadlines in ways that comply with company’s plans and vision and communicate them to subordinates. Organize workflow and ensure that employees understand their duties or delegated tasks. Receive complaints and resolve problems, referring to Human Resources when appropriate. Maintain timekeeping and personnel records. Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises. Perform tasks to assure service level requirements; RTA, AHT, Adherence goals are met. Assume leadership responsibility for department tasks and call center activities as required.

**Educational Requirements:** Bachelor's degree or appropriate combination of education and experience.

**Surveyor**

*Minimum/ General Experience and Years:* Minimum 6 months customer service, secretarial, and/or telemarketing experience required or equivalent military experience.

**Functional Responsibility:** Responsible for answering in-coming phone calls from consumers, providing knowledgeable responses to inquiries in a courteous and professional manner. Assists caller with filling out questionnaire and submitting it electronically for processing.

**Educational Requirements:** High School diploma or appropriate combination of education and experience.

**Subject Matter Expert**

*Minimum/ General Experience and Years:* Works in a lead position and offers over 10 years of professional experience (except where education compensates).

**Functional Responsibility:** Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments. Functions as a senior technical authority on a given project, serving as a primary decision maker for technology decisions. Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. This position requires a thorough understanding of development, lifecycle, as well as planning and estimating experience required on complex projects. May train junior level personnel in technical complexities of assigned work, recommends changes in procedures, operates with full latitude for actions or decisions not reviewed and reviews progress with management.

**Minimum Education:** Bachelor's degree, or appropriate combination of education and experience.

**Trainer**

*Minimum/ General Experience and Years:* 5 years customer service and training or equivalent military experience required

**Functional Responsibility:** Responsible to plan, coordinate, and conduct training for new and existing employees to build and maintain a capable, efficient, and effective workforce that meets the organizational goals by using industry best practices for training development. Organizes training material to educate employees during the implementation process of strategic and standard techniques. Assists with development and delivery of specific learning and evaluates training outcomes. Conducts ongoing training
to ensure consistent and complete understanding of the knowledge and skills required to report accurate and timely data collections. Secures training space, classroom set-up, training resources, and collection and entry of training data. Monitors progress of trainees and provide continuous support to improve knowledge and understanding to aid in job performance.

**Educational Requirements:** Bachelor's degree or appropriate combination of education and experience.

**WFO Labor Hours Specialist**

**Minimum/ General Experience and Years:** 2 year of call center experience

**Functional Responsibility:** Responsible for performing tasks related to the verification of hours worked by the U.S. Census Questionnaire Assistance call center employees as related to call center forecasts. This position will support tracking of personal records and requires acute attention to detail. Works with a remote team & site leadership to aggregate forecast data and speak to variances between projected and actual hours by utilizing daily reports from available sources. (ACD (Automated Call Distribution), Time Keeping Systems (TKS), Scheduling software). Compares data from a variety of systems to ensure timely and accurate timecards are submitted each pay period. Creates excel spreadsheets with complex formulas for data comparison from multiple systems to include Workforce Management and TKS.

**Educational Requirements:** Associate degree or appropriate combination of education and experience.

**WFO Site Specialists I**

**Minimum/ General Experience and Years:** 3-5 years customer service, leadership, and team interaction skills

**Functional Responsibility:** Monitors in real time CSR schedule adherence and working with local recruiting and site CCO to assign CSRs to schedules.

**Educational Requirements:** Associates degree or appropriate combination of education and experience.

**WFO Site Specialists II**

**Minimum/ General Experience and Years:** 5-7 years customer service, leadership, and team interaction skills

**Functional Responsibility:** Monitors in real time CSR schedule adherence and working with local recruiting and site CCO to assign CSRs to schedules.

**Educational Requirements:** Associates degree or appropriate combination of education and experience.

**WFO Site Supervisor**

**Minimum/ General Experience and Years:** 8 years customer service, leadership, and team interaction skills

**Functional Responsibility:** Responsible for WFO staffing coverage at all hours of operation. Supports forecasting, scheduling, and intraday management function. Supervises site WFO specialists on day-to-day operations and WFO payroll coordinator. Partners with local CQA Workforce to monitor real-time CSR schedule adherence. Point of contact for contact center operations to assign CSR schedules for new and existing CSRs.

**Educational Requirements:** Bachelor's degree or appropriate combination of education and experience.