Federal Supply Schedule
Authorized Federal Supply Schedule Price List
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: GSAAdvantage.gov.

PROFESSIONAL SERVICES SCHEDULE (PSS)
FSC Group: 00CORP

Contract Number: GS-00F-0036P
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Period Covered by Contract: 22 June 2014 – 21 June 2024
Price list current as of Modification # PS-0028 effective 08/14/2019

1101 Connecticut Ave, NW Suite 800
Washington, DC 20036
http://www.enlightened.com/

Point of Contact
Antwanye Ford
202-728-7190
a_ford@enlightened.com

Business size: Small

Enlightened, Inc.
Professional Services Schedule (PSS)

Contract Number: GS-00F-0036P

Enlightened, Inc.

Professional Services Schedule (PSS)
Federal Supply Group: 00CORP
Class: R499
Contract Number: GS-00F-0036P

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.fss.gsa.gov

Contract Period: 6-22-2014 through 6-21-2024

Price List Effective June 22, 2014

Contractor: Enlightened, Inc.
1101 Connecticut Ave, NW
Suite 800
Washington, DC 20036

Business Size: Large

Telephone: 202.728.7190
Extension:
FAX Number: 202.728.7198
Web Site: www.enlightened.com
E-mail: a_ford@enlightened.com
Contract Administration: Andre Rogers

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: SIN 874-1/874-1RC, SIN 874-7/874-7RC, SIN 00CORP-500, and SIN 00CORP-500RC

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession-affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

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.

2. Maximum Order: 1000000

3. Minimum Order: 100

4. Geographic Coverage (delivery Area): Worldwide

5. Point(s) of production (city, county, and state or foreign country): Same as company address


7. Quantity discounts: 1% for monthly invoices exceeding $200,000

8. Prompt payment terms: 1.0% 20 days, Net 30 days. Information for Ordering Offices:

Last Updated: June 19, 2019
Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Yes

10. Foreign items (list items by country of origin): None

11a. Time of Delivery (Contractor insert number of days): 30 days or Specified on the Task Order

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day deliveries are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to affect a faster delivery: Contact Contractor

12. F.O.B Points(s): Destination

13a. Ordering Address(es): Same as contractor

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es): Enlightened, Inc.; 1101 Connecticut Ave, NW Suite 800 Washington, DC 20036

15. Warranty provision: Contractor's Standard Commercial Warranty

16. Export Packing Charges (if applicable): N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

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 applicable): 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. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Numbering System (DUNS) number: 09-8228088

26. Notification regarding registration in System for Award Management (SAM) database: Registered

27. The Service Contract Labor Standards (SCLS) is applicable to this contract, and it includes an SCLS applicable labor category. The prices for the cited SCLS labor categories are based on the U.S. Department of Labor WD Number(s) identified in the SCLS matrix. The prices offered are based on the preponderance of where work is performed; should the Contractor perform in an area with lower SCLS rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category</th>
<th>SCLS Equivalent Code – Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant I</td>
<td>01111 - General Clerk I</td>
<td>2015-4281 (Rev.-12)</td>
</tr>
</tbody>
</table>

Company Background

Enlightened, Inc. is a full service Information Technology (IT) consulting firm headquartered in Washington, DC.


We seek to understand our customer’s needs and exceed their expectations. We continually strive to improve what we do and how we do it. We apply the highest standards of honesty and integrity in everything we do.

Two basic principles that are the foundation to Enlightened's consultant engagement practices are as follows:

- Learn the business processes, culture, and company vision of our clients during the consultation process.
- Involve clients in the analysis and reengineering process to gather real-time issues and feedback.

*Enlightened, Inc. holds a GSA PSS Contract Schedule, GSA IT-70 Contract Schedule and a Top Secret-level Facilities Clearance.*

Services

Enlightened, Inc. provides services in the following three GSA Special Identification Numbers (SIN) categories under the GSA PSS Federal Supply Schedule:

- SIN 874-1/874-1RC: INTEGRATED CONSULTING SERVICES
- SIN 874-7/874-7RC: INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES
In the following subsections, we describe how Enlightened, Inc. will accomplish tasks requested by agencies under resultant PSS contracts. We summarize Enlightened’s organizational and accounting controls and proposed quality measures and highlights valuable strategic partners. In general, Enlightened ensures the quality of the services provided for both the overall contract and individual task orders using the following disciplines:

- Hiring and retaining experienced personnel in the domains we service
- Applying proven management processes
- Leveraging established yet flexible quality controls
- Applying repeatable and quality industry methodologies
- Employee training & certification programs

**SIN 874-1/874-1RC: Integrated Consulting Services**

Enlightened, Inc. provides PSS clients the same breadth and quality of consulting services that we offer our Federal clients today. When providing consulting services for business improvement and mission performance, Enlightened applies proven management processes and documented methodologies to systematically evaluate past, present, and future organizational situations. Methodologies like our Customer Oriented Process Improvement (COPI™) and Customer Oriented Organizational Practices (COOP™) are routinely deployed both on consulting and facilitation assignments. We employ and retain experienced personnel with relevant domain knowledge. We leverage benchmarking, performance-based metric development, and strategic planning as tools to add value to our customer base. The Enlightened approach considers both internal and external factors, such as efficiency, risk, operational continuity, and customer satisfaction. Enlightened analyzes our client’s customer satisfaction and effective resource utilization. The former is a critical component of client decision-making, and the latter, doing more with less, is an Enlightened service mandate. In summary, Enlightened, Inc. provides comprehensive consulting services. A sample of our services is listed in the table below:

<table>
<thead>
<tr>
<th>SAMPLE Enlightened Integrated Consulting Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Process Reengineering</td>
</tr>
<tr>
<td>Change Management</td>
</tr>
<tr>
<td>Strategic Planning</td>
</tr>
<tr>
<td>Action Planning</td>
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<tr>
<td>Process Modeling</td>
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<tr>
<td>Performance Measurement</td>
</tr>
<tr>
<td>Decision Support Systems</td>
</tr>
<tr>
<td>Data Modeling</td>
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<tr>
<td>Intranet/Web Support</td>
</tr>
</tbody>
</table>

**SIN 874-7/874-7RC: Integrated Business Program Support Services**

Enlightened, Inc. views our Integrated Business Program Support Services as the foundation of our management, organizational, and business improvement offerings. Our managers and subject matter experts bring first-hand knowledge of and experience with commercial and government best practices, broad subject matter expertise, and a deep understanding of the federal marketplace. Program management, oversight, planning and project controls are the backbone of our services and basis for delivering timely and quality program deliverables. The table below highlights a few of the Integrated Business Program Support Services.
SAMPLE Enlightened Integrated Business Program Support Services

<table>
<thead>
<tr>
<th>Program Management</th>
<th>Independent Validation and Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Advisory services</td>
<td>Policy Development</td>
</tr>
<tr>
<td>Project Controls</td>
<td>Decision Enablement</td>
</tr>
</tbody>
</table>

Enlightened helps Federal senior executives and staff gain a clear understanding of the issues in and the expected results of the project. We employ practical and measurable management techniques. Enlightened diagnoses performance issues or improvement opportunities plans and reviews strategies with clients, and collaboratively sets goals for improvement. Enlightened managers use a variety of data collection methods and analytic techniques including customized surveys, diagnostic tools, and focus groups.

In order to assure workable, efficient, and cost-effective solutions, we assess baseline performance and project future improvements. Enlightened assesses the organization’s strengths and weaknesses; develops detailed outlines of redesigned processes; designs the blueprint for supporting systems, organization programs, and resources; and sets priorities for change or control. We implement, or recommend solutions to cut costs, control projects, and ensure mission critical deliverables are provided.

To ensure successful project success, implementation and continuous improvement, Enlightened develops action plans, performance measures, schedules, communication and training strategies, evaluation plans, and other products to monitor the progress of a project. The disciplined application of these techniques has contributed to the following major corporate successes for the Enlightened team:

- Provided planning support for the newly constructed US Department of State Foreign Affairs Security Training Center (FSTC), and advises the agency on cost effective, efficient transition of security training programs to FASTC with a focus on best practices for use of the new training facility.
- Supported the US Department of State, Office of the Chief Technology Officer (OCTO) and the Training Directorate at the Bureau of Diplomatic Security, in implementing the NIST Risk Management Framework (RMF), to obtain a FedRAMP Agency Authorization to Operate (ATO) for a Software-as-a-Service (SaaS) application solution.
- Supported the US Department of State’s (DOS) Bureau of Diplomatic Security (DS) with project management, overall planning, to include Independent Verification and Validation Services (IV&V)) and development, execution, monitoring and controlling, logistics, and transition, to the new Foreign Affairs Security Training Center (FASTC) located in Blackstone, VA focusing on gaining efficiencies by consolidating training from 11 disparate locations in five separate states into one highly modernized training facility.
- Supported a data driven initiative to develop a key decision support application that seeks to promote the use of data analytics to support the US Department of State’s (DOS) Bureau of Diplomatic Security’s (DS) core missions of diplomatic security and law enforcement, both domestic and overseas resulting in staff utilization data that is transparent, accessible, and documented.
- Provided subject matter expertise to the United States Parole Commission to support the Victims’ Services Program (VSP) with a variety of activities, including locating and notifying victims of upcoming hearings and releases as well as accompanying victims to hearing while providing information on the parole process.
- Aided in the formulation of the Department of Veteran’s Affairs, Office of Information and Technology’s (OIT&T) strategic planning process and contributed to tangible outputs:
  - Information Technology (IT) Strategic Plan FY 2006 – FY 2011
  - IT Strategic Plan FY 2006 – FY 2011 Handbook for Employees
  - IT strategy process framework, a.k.a. Scope, Assess, Project, and Monitor (SAPM) methodology
  - A data collection strategy that effectively managed the gathering and analysis of key inputs and metrics for the IT Strategic Plan
  - A communications plan to gain acceptance and agreement from stakeholders to successfully implement the IT strategy
- Streamlined the administration of United States Agency International Development’s (USAID) Title II Program and provided integration of supporting systems. Enlightened’s recommendations for the Food For Peace Management System (FFPMS) allowed USAID to focus on and be more responsive in providing vital disaster relief and humanitarian assistance.
• Provided program support and online application maintenance and enhancements for US Southern Command. The support encompasses unprecedented real time worldwide access to valuable disaster relief and preparedness information, which reduces access time to disaster relief information from days to minutes.

• Provided a suite of engaging video presentations designed to describe, and attract interest in, the products and services of the US Army Acquisition, Logistics and Technology Enterprise Systems and Services (ALTESS).

Enlightened adds value to Federal client operations with our Integrated Business Program Support Services.
## PSS Price List

<table>
<thead>
<tr>
<th>SIN No.</th>
<th>Labor Category</th>
<th>Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Program Manager III</td>
<td>$142.10</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Program Manager II</td>
<td>$132.30</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Program Manager</td>
<td>$104.00</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Consultant IV</td>
<td>$151.90</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Consultant III</td>
<td>$122.50</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Consultant II</td>
<td>$99.00</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Consultant I</td>
<td>$74.00</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Analyst II</td>
<td>$102.90</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Analyst I</td>
<td>$63.00</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Administrative Assistant I</td>
<td>$49.00</td>
</tr>
<tr>
<td>874-1/874-1RC, 874-7/874-7RC</td>
<td>Subject Matter Expert</td>
<td>$196.00</td>
</tr>
</tbody>
</table>

Prices Shown Here are Net (discount deducted)
LABOR CATEGORY DESCRIPTIONS

Commercial Job Title: Project Manager III

**General Required Knowledge:** The Project Manager III has successfully managed small, medium and large sized program teams. The Project Manager III has successfully program managed portions of; or program managed an entire enterprise level program. The Project Manager III is an expert in or knowledgeable of, but not limited to the following:

- Determining program/program viability in alignment with organizational objectives
- Developing and managing program/program plans
- Managing and coordinate staff and budget
- Developing and Managing procurements and subcontracts
- Developing and managing communication plans for reporting structure and correspondence processes
- Developing and Monitoring Risk Management plans
- Developing and Monitoring Quality Control metrics
- Manage and produce EVM reports
- Develop and manage team dynamics and cohesiveness

**Business Skills:** Additionally, the Project Manager III should be well versed in the following business skills:

- Leader
- Pro-active
- Flexible
- Multi-tasker
- Good Communicator
- Organized

**Functional Responsibility:** Develop and manage all aspects of a program/program to ensure deliverables meet client expectations for time, budget, and quality requirements. Responsible for program coordination, planning, execution, monitoring and controlling of the schedule, risks, budget, and quality from initiation to closure of the contract.

**Minimum Education/Experience:** M.S./MBA in technology, business or program management or an additional 4 years of relevant experience in lieu of M.S./MBA and 7 years of direct program management experience managing and coordinating tasks and resources to ensure the end program deliverable(s), meet quality standards, schedule.

Commercial Job Title: Project Manager II

**General Required Knowledge:** The Project Manager II has successfully managed small and medium sized program teams. The Project Manager II is an authority in or knowledgeable of, but not limited to the following:

- Developing and managing program/program plans
- Experience managing and coordinating staffs and budgets
- Developing and Managing procurements and subcontracts
- Developing and managing communication plans for reporting structure and correspondence processes
- Developing and Monitoring Risk Management plans
- Developing and Monitoring Quality Control metrics
- Manage and produce EVM reports
- Develop and manage team dynamics and cohesiveness

**Business Skills:** Additionally, the Project Manager II should be well versed in the following business skills:

- Pro-active
- Flexible
- Multi-tasker
- Good Communicator
- Organized
- Team Player

**Functional Responsibility:** Develop and manage all aspects of a program/program to ensure deliverables meet client expectations for time, budget, and quality requirements. Responsible for program coordination, planning, execution, monitoring and controlling of the schedule, risks, budget, and quality from initiation to closure of the contract.

**Minimum Education/Experience:** M.A./M.S. in technology, business or program management or an additional 4 years of relevant experience in lieu of M.A./M.S. and 5 years of direct program management experience managing and coordinating tasks and resources to ensure the end program deliverable(s), meet quality standards, schedule. A total of 7 years of relevant experience of direct program management experience managing and coordinating tasks and resources to ensure the end program deliverable(s), meet quality standards, schedule is acceptable in lieu of a M.A./M.S.

**Commercial Job Title: Project Manager I**

**General Required Knowledge:** The Project Manager I has successfully managed small sized program teams. The Project Manager I is experienced in or knowledgeable of, but not limited to the following:

- Developing and maintaining program/program plans
- Developing and managing communication plans for reporting structure and correspondence processes
- Developing and Monitoring Risk Management plans
- Developing and Monitoring Quality Control metrics

**Business Skills:** Additionally, the Project Manager I should be well versed in the following business skills:

- Pro-active
- Flexible
- Multi-tasker
- Good Communicator
- Organized
- Team Player

**Functional Responsibility:** Develop and manage portions of a program/program to ensure deliverables meet client expectations for time, and quality requirements. May be responsible for program coordination, planning, execution, monitoring and controlling of the schedule, risks, budget, and quality from initiation to closure of the contract.

**Minimum Education/Experience:** B.A./B.S. in technology, business or program management or an additional 4 years of relevant experience in lieu of B.A./B.S. and 3 years of direct program management experience managing and coordinating tasks and resources to ensure the end program deliverable(s), meet quality standards, schedule.
Commercial Job Title: Consultant IV

The Consultant IV is knowledgeable in or capable of but not limited to the following:

- Defines and implements the strategic direction of the project(s).
- Leads team members in accomplishing project objectives through activities such as developing recommendations surrounding improving processes, efficiency and practices.
- Researches and analyzes complex issues surrounding the processes and systems of an organization.
- Relies on wide-ranging experience and judgment to plan and accomplish goals
- Expertise in business process requirements and workflow analysis
- Directs working groups and sessions, designs schedules, conducts complex analyses, develops models, writes reports and presents results to key stakeholders.
- Leads and directs the work of others
- Works with team members and/or end user groups to identify technical solutions to business problems or inefficiencies

Functional Responsibility: Directs all phases of business process analysis and information technology and/or management consulting engagements. Provides expertise in crafting various analytical documents including, but not limited to, Requirements Documents, Best Practices studies, and Statements of Work.

Minimum Education/Experience: M.S./M.A. degree in business, finance, project management or technology or an additional 4 years of relevant experience in lieu of M.S./M.A. and 10 years of relevant experience.

Commercial Job Title: Consultant III

General Required Knowledge:

The Consultant III is knowledgeable in or capable of but not limited to the following:

- Evaluates options in the context of project objectives and contributes to the implementation of strategic direction.
- Supports project objectives through activities such as conducting interviews, gathering data, and developing recommendations in support of project objectives
- Relies on wide-ranging experience and judgment to plan and accomplish goals
- Requirements and workflow analysis
- Directs working groups and sessions, design schedules, conduct analyses, develop models, write reports, prepare presentations and present results
- Leads and directs the work of others

Functional Responsibility: Directs the analysis and requirements phase. Lends expertise in crafting various analytical documents including, but not limited to, Requirements Documents, Best Practices studies, and Statements of Work.
Minimum Education/Experience: B.S./B.A. degree in business, finance, project management or technology or an additional 4 years of relevant experience in lieu of B.S./B.A. and 7 years of relevant experience.

Commercial Job Title: Consultant II

General Required Knowledge:

The Consultant II is knowledgeable in or capable of but not limited to the following:

- Evaluates options in the context of project objectives and contributes to the implementation of strategic direction.
- Supports project objectives through activities such as conducting interviews, gathering data, and developing recommendations in support of project objectives.
- Relies on limited experience and judgment to plan and accomplish goals.
- Requirements and workflow analysis.
- Facilitates working groups and sessions, design schedules, conduct analyses, develop models, write reports, prepare presentations and present results.
- May lead and direct the work of others.

Functional Responsibility: Guides the analysis and requirements phase. Crafts various analytical documents including but not limited to Requirements Documents, Best Practices studies, Statement of Work.

Minimum Education/Experience: B.S./B.A. degree in business, finance, project management or technology or an additional 4 years of relevant experience in lieu of B.S./B.A. and 5 years of relevant experience.

Commercial Job Title: Consultant I

General Required Knowledge:

The Consultant I is knowledgeable in or capable of but not limited to the following:

- Plans, schedules, and controls phases of projects using established processes.
- Requirements and workflow analysis.
- Supports project objectives and helps assess the impact of industry trends, policy, or standard methodologies.
- General experience working in areas such as, but not limited to strategic and business planning, systems alignment, performance measures and indicators, process and productivity improvement.

Functional Responsibility: Guides the analysis and requirements phase. Crafts various analytical documents including but not limited to Requirements Documents, Best Practices studies, Statement of Work.

Minimum Education/Experience: B.S./B.A. and 2 years of relevant experience in business, finance or technology or 6 years of relevant experience in business, finance or technology in lieu of B.S/B.A.
Commercial Job Title: Analyst II

**General Required Knowledge:**

The Analyst II is knowledgeable in or capable of, but not limited to, the following:

- Requirements and workflow analysis
- Meeting facilitation and coordination
- Familiar with technology concepts
- Relies on experience and judgment to plan and accomplish goals
- Customer Surveys and Interviews
- Provides program management, program oversight, project management, and program integration support.
- Works independently with minimal supervision

**Functional Responsibility:** Participates in the analysis and requirements phase. Develops various analytical documents including, but not limited to, Requirements Documents, Best Practices studies and Statements of Work.

**Minimum Education/Experience:** B.S./B.A. or an additional 4 years of relevant experience in lieu of B.S./B.A. and 3 years of relevant experience in business process analysis, review and improvements, requirements definition and workflow analysis.

Commercial Job Title: Analyst I

**General Required Knowledge**

The Analyst I is knowledgeable in or capable of but not limited to the following:

- Requirements and workflow analysis
- Meeting facilitation
- Familiar with some technology concepts
- Relies on limited experience and judgment to plan and accomplish goals
- Customer Surveys and Interviews
- Provides program management, program oversight, project management, and program integration support.

**Functional Responsibility:** Participates in the analysis and requirements phase. Assists in the development of various analytical documents including but not limited to Requirements Documents, Best Practices studies and Statements of Work.

**Minimum Education/Experience:** B.S./B.A. or 4 years relevant work experience in lieu of B.S./B.A.

Commercial Job Title: Administrative Assistant I

**General Required Knowledge:** Duties include general clerical, receptionist and project-based work. Project a professional company image through in-person and phone interaction. Requires professional etiquette in all aspects of administrative support.
The Administrative Assistant I is knowledgeable or skilled in, but not limited to, the following:

- Create and modify documents using Microsoft Office.
- Perform general clerical duties to include but not limited to photocopying, faxing, mailing, and filing.
- Maintain filing and/or document management system.
- Coordinate and maintain meeting minutes, contact lists, meeting schedules, correspondence, faxes, and filing.
- Setup and coordinate meetings and conferences.
- Maintain and distribute status reports.
- Support staff in assigned project-based work.
- Other duties as assigned.

**Business Skills:** Additionally, the Administrative Assistant I should be well versed in the following business skills:

- Pro-active
- Flexible
- Multi-tasker
- Good Communicator
- Organized
- Team Player

**Functional Responsibility:** Knowledge of Microsoft Office and telephone protocol. Duties require professional verbal and written communication skills and the ability to type 50 wpm. Exercises administrative judgment and assumes responsibility for decisions, consequences, and results having an impact on people, costs, and/or quality of service.

**Minimum Education/Experience:** Associates degree and 2 years of relevant work experience providing support to a department or Project Manager. 4 years of total work experience providing support to a department or Project Manager is acceptable in lieu of Associates degree.

**Commercial Job Title: Subject Matter Expert (SME)**

**General Required Knowledge:**

- Provides Subject Matter Expertise in a specific functional and business domain
- Understands business processes and their impact on business units and systems
- Translates core functional and business practices to business and technical team
- Provides a detail insight on how different business functions, across disparate organizational units interact and can be optimized using systems and technology
- Stays current to changing industry and business best practices
- Understands and provide industry best practices and standards in a business and technical domain
- Maintains up-to-date expertise in a specific subject area to effectively participate in obtaining business and system objectives

**Business Skills:** Additionally, the Subject Matter Expert should be well versed in the following business skills:

- Knowledge Seeker
- Pro-active
- Flexible
- Multi-tasker
- Good Communicator
• Organized
• Team Player

**Functional Responsibility:** Develops best practices, functional deliverables, and works with technical teams to provide expertise on a specific domain or business. Acting in an expert advisory role, provide input and support to business units and technical team. SME will recommend changes and participate in discussion of topic coverage for system design and development.

**Minimum Education/Experience:** M.S./M.A. or an additional 4 years of relevant experience in lieu of M.S./M.A., 10 years of experience and a Professional Certification all in specific field of expertise.