Catalog Information
Labor Categories and Pricing

MULTIPLE AWARD SCHEDULE

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
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<tbody>
<tr>
<td>561320SBSA</td>
<td>Human Capital – Temporary Help Services</td>
</tr>
</tbody>
</table>

Abacus Service Corporation
25925 Telegraph Rd., Suite 206
Southfield, MI 48033

Point of Contact:
April Szlaga
Phone: (248)522-8005
Fax: (248)479-0811
Email: april@abacusservice.com

Contract Number: GS-02F-037CA
Contract Period: 04/01/2020 - 03/31/2025

Current pricelist through MAS modification #A812

Products and ordering information in this Authorized Temporary Administrative, Professional Staffing Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service Home Page via the Internet at http://www.gsa.gov/
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Terms and Conditions

Award was determined on information contained thereof. On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is http://www.gsaadvantage.gov.


Schedule Title: 561320SBSA – Human Capital Temporary Help Services

Contract Number: GS-02F-037CA

Contract Period: 04/01/2020 - 03/31/2025

Contractor: Abacus Service Corporation
25925 Telegraph Rd., Suite 206
Southfield, MI 48033

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Phone: (248)522-8005
Fax: (248)479-0811
Email: april@abacusservice.com

Business Size: Small Disadvantaged Business

DUNS: 17-927-0991

<table>
<thead>
<tr>
<th>Quantity/Volume Discount:</th>
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<tbody>
<tr>
<td>➢ 1.50% for 1,500 hours to 2,000hrs</td>
</tr>
<tr>
<td>➢ 2.50% above 2,000 hours</td>
</tr>
<tr>
<td>➢ 0.50% for annual spend at least $250,000</td>
</tr>
<tr>
<td>➢ 0.75% for annual spend at least $500,000</td>
</tr>
<tr>
<td>➢ 1.25% for annual spend at least $1,000,000</td>
</tr>
<tr>
<td>➢ 1.50% for annual spend at least $2,000,000</td>
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Locations Offered: Through the US listed in SCA Wage Index Matrix

Preponderance of Work Location: Southfield, MI

Minimum Order: $100

Maximum Order: $100,000 (as a negotiation breakpoint only), sales unlimited

F.O.B. Shipping Terms: N/A

Delivery Time: Task Order Level

Prompt Payment Terms: Net 30

Warranty: N/A

Other Concessions: Cancellations will be accepted via e-mail and fax and must be received by the stated cancellation deadline.

Urgent Requirement: Agencies can contact the Contractor’s representative to affect a faster
delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

<table>
<thead>
<tr>
<th>Payment Address:</th>
<th>Same as contractor address</th>
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<tbody>
<tr>
<td>Ordering Address:</td>
<td>Same as contractor address</td>
</tr>
<tr>
<td>Ordering Procedures:</td>
<td>For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.</td>
</tr>
<tr>
<td>Urgent Requirements:</td>
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<td>Cancellations will be accepted via e-mail and fax and must be received by the stated cancellation deadline.</td>
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The above chart displays terms and conditions agreed upon between the General Services Administration and the contractor.

**Labor Categories with Description**

**Special Item Number (SIN) 561320SBSA – Temporary Help Services**

This category includes occupations concerned with preparing, transcribing, transferring, systematizing, and preserving both written and computerized communications and records; gathering and distributing information. The duties in this category also include: operating office machines; storing, distributing, accounting for stores of materials; distributing mail and delivering messages. Performing other administrative support and clerical duties may be required.

**01010 - ACCOUNTING CLERK/ADMINISTRATIVE CLERK (OCUPATIONAL BASE)**
The Accounting Clerk performs one or more accounting tasks such as; posting to registers and ledgers; balancing and reconciling accounts; verifying the internal consistency, completeness, and mathematical accuracy of accounting documents. In addition, tasks include; assigning prescribed accounting distribution codes; examining and verifying the clerical accuracy of various types of reports, lists, calculations, and postings.

This position is responsible for preparing journal vouchers; making entries of adjustments to accounts; and working with spreadsheets. Level I require a basic knowledge of routine clerical methods, office practices and procedures as they relate to the clerical processing and recording of transactions. Levels II and III require a knowledge and understanding of the established and standardized bookkeeping and accounting procedures and techniques used in an accounting system, or a segment of an accounting system where there are few variations in the types of transactions handled. In addition, most jobs at each level will require a basic knowledge and understanding of the terminology, codes, and processes used in an automated accounting system.

**01011 - ACCOUNTING CLERK I**
Performs very simple and routine accounting clerical operations, for example, recognizing and comparing easily identified numbers and codes on similar and repetitive accounting documents, verifying mathematical accuracy, and identifying discrepancies and bringing them to the supervisor's attention.
Supervisor gives clear and detailed instructions for specific assignments. Employee refers to supervisor all matters not covered by instructions. Work is closely controlled and reviewed in detail for accuracy, adequacy, and adherence to instructions.
Requires a high school diploma or its equivalent with 0-3 years of experience in the field or a related area.

01012 - ACCOUNTING CLERK II
Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.
Requires a high school diploma or its equivalent with 2-5 years of experience in the field or a related area.

01013 - ACCOUNTING CLERK III
Uses a knowledge of double entry bookkeeping in performing one or more of the following: Posts actions to journals, identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes; reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings, and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material. On routine assignments, employee selects and applies established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy.
Requires a high school diploma or its equivalent with 5 years of experience in the field or a related area.

01014 - ACCOUNTING CLERK IV
Uses a knowledge of double entry bookkeeping in performing one or more of the following: Posts actions to journals, identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes; reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings, and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material. On routine assignments, employee selects and applies established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy.

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records, and payroll.

Requires a high school diploma or its equivalent with 5+ years of experience in the field or a related area.

01040 COURT REPORTER
Records examination, testimony, judicial opinions, judge's charge to jury, judgment or sentence of court, or other proceedings in court of law by manual or machine shorthand. Reads portions of transcript during trial on judge's request, and asks speakers to clarify inaudible statements. Transcribes recorded material, using typewriter, or dictates material into recording machine.
Education & Experience: Requires a High School Diploma and 1-4 years of experience.

01060 - DISPATCHER, MOTOR VEHICLE
Assigns motor vehicles and drivers for conveyance of freight or passengers. Compiles list of available vehicles. Assigns vehicles according to factors, such as length and purpose of trip, freight or passenger requirements and preference of user. Issues keys, record sheets, and credential to drivers. Records time of departure, destination, cargo, and the expected time of return. Investigates overdue vehicles. May confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise. May maintain record of mileage, fuel used, repairs made and other expenses. May establish service or delivery routes. May supervise loading and unloading. May issue equipment to drivers, such as hand trucks, dollies, and blankets. May direct activities of drivers, using two-way radio. May assign helpers to drivers. May work at vehicle distribution center and assign vehicles to customer agencies.

01070 - DOCUMENT PREPARATION CLERK (DOCUMENT PREPARER/SPECIALIST)
This position prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying. The Document Preparation Clerk cuts documents into individual standardized pages, using a paper cutter or razor knife. Document pages are reproduced as necessary to improve clarity or to adjust the standardized page size according to the limitations of the designated copy machine. The Document Preparation Clerk stamps standard symbols on pages or inserts instruction cards to notify Duplicating Machine Operator of special handling, prepares cover sheets and document folders for material, and index cards for files, and files folder according to index code and copies priority schedule.

Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01141 - MESSENGER (COURIER)
Drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies. May transport office personnel and visitors, and perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment.

Education & Experience: Requires a high school diploma or its equivalent with 0-3 years of experience.

01090 - DUPLICATING MACHINE OPERATOR
Operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Operates small binding machines. Performs clerical duties associated with the request for printing and photographic services. Prepares assembly sheets and printing requisitions with specifications for printing and binding. Keeps record of work, and delivers and picks up work. Performs minor repairs and preventive maintenance. Maintains an inventory of supplies and parts needed for reproduction equipment. Important variables may be indicated by trade name of machine operated.

01115 - GENERAL CLERK (OCCUPATIONAL BASE)
The General Clerk follows clearly detailed procedures in performing simple repetitive tasks in the same sequence. Responsibilities would include filing pre-coded documents in a chronological file, or operating office equipment, (e.g., mimeograph, photocopy, addressograph or mailing machine).

01115 - GENERAL CLERK I
This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multiline phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.

Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01116 - GENERAL CLERK II
This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

Education & Experience: Requires a High School Diploma and 3-5 years of experience.

01117 - GENERAL CLERK III
This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints.

The General Clerk III may also direct lower level clerks. Positions above level IV are excluded. Such positions require workers to use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments. Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.

Education & Experience: Requires Associate's Degree and 5+ years of experience.

01120 - HOUSING REFERRAL ASSISTANT
Provides housing information to an organization's employees moving to a new location. Contacts individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone and correspondence to obtain listings of rental or sale properties, possible future prospects of housing, and to develop a working relationship with the housing referral service. Compiles listings of houses, apartments and mobile homes that may be rented and properties that may be purchased. Periodically, communicates with contacts to update listings. Ensures that property owners are in compliance with nondiscrimination policy. Counsels applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs. Provides information regarding community services, i.e., schools, churches, transportation, hospitals, motels and job information centers. Searches files, places telephone calls and makes referrals. Furnishes information to inquirer interested in home purchase regarding locations, owners, agents, price ranges, loans and other related information. Maintains daily records of office activities, including number of applicants, number placed, and agents solicited or listed. Schedules appointments for housing inspectors. Prepares reports, as required, and replies to complaints, investigations and letters of inquiry.
01131 - DATA ENTRY OPERATOR/KEY ENTRY OPERATOR (OCCUPATIONAL BASE)
This position operates keyboard-controlled data entry devices such as a computer, key-operated magnetic tape, or disc encoder to transcribe data into a format suitable for computer processing. Job task requires skill in operating an alphanumeric keyboard, and an understanding of transcribing procedures and relevant data entry equipment. Positions are classified into levels based on the following definitions:

01131 - DATA ENTRY OPERATOR/KEY ENTRY OPERATOR I
This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I work from various standardized source documents that have been coded and require little or no selecting, coding, or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive.
Education & Experience: Requires a High School Diploma and 1-3 years of experience.

01132 - DATA ENTRY OPERATOR/KEY ENTRY OPERATOR II
This position requires the application of experience and judgment in selecting procedures to be followed, and searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data Entry Operator II may occasionally perform routine work as described for Data Entry Operator I.
Education & Experience: Requires a High School Diploma and 3-5 years of experience.

01191 - ORDER CLERK I
Handles orders involving items that have readily identified uses and applications. May refer to a catalog, manufacturer's manual or similar document to insure that proper item is supplied or to verify price of ordered item.
Education & Experience: Requires Associate's Degree and 1-3 years of experience.

01192 - ORDER CLERK II
Handles orders that involve making judgments such as choosing which specific product or material from the establishment’s product lines will satisfy the customer’s needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.
Education & Experience: Requires Associate’s Degree and 3+ years of experience.

01260 - PERSONNEL ASSISTANT (OCCUPATIONAL BASE)
This position performs a variety of general personnel clerical tasks in such areas as employee records, benefits, education, training, employment/staffing, compensation, employee labor relations, and equal employment opportunity/affirmative action. The Personnel Assistant may conduct surveys and update manual and automated personnel records. At the higher levels, assistants perform limited aspects of personnel professionals’ work such as interviewing candidates, recommending placements, performing compensation or benefit support activities involving contacts throughout the company, and preparing communications to various third-party benefit vendors. Excluded are workers who primarily compute and process payrolls.

01261 - PERSONNEL ASSISTANT I
This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The
work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy administration. The Personnel Assistant I is expected to exercise discretion at all times; limited judgment may be necessary at times. This assistant may be required to operate general office equipment such as: typewriter, personal computer, copier, adding machine, and facsimile.

Education & Experience: Requires a High School Diploma and 1-3 years of experience.

**01262 - PERSONNEL ASSISTANT II**
This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. This assistant may be asked to evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on company employment statistics (retention, equal opportunity reporting, etc.). The Personnel Assistant II may provide guidance to lower level Personnel Assistants. This level requires extensive knowledge of various office software packages. Guidance is provided as needed. Completed written work receives close technical review from higher-level personnel office employees. Work may be checked occasionally.

Education & Experience: Requires a High School Diploma and 3-5 years of experience.

**01263 - PERSONNEL ASSISTANT III**
This position performs work in support of human resource professionals that requires a good working knowledge of personnel procedures, guides, and precedents. Job tasks may include interviewing applicants, obtaining references, and recommending placement in a well-defined occupation. At this level, assistants typically have a range of personal contacts within and outside the organization, in addition to handling employee-sensitive material. Therefore, the Assistant must be tactful, discrete, and articulate. This Assistant may be involved in identifying potential issues and grievance procedures, in addition to documenting necessary information to avoid company threat. The Personnel Assistant III may make recommendations to human resource professionals on job classification, wage rates, and employee salaries. The use of computers may be relied on heavily for organizational and reporting purposes. Advanced experience with office software packages may be needed. This Assistant may perform some clerical work in addition to the above duties. Supervisor will review completed work against stated objectives.

Education & Experience: Requires Associate's Degree and 5+ years of experience.

**01270 - PRODUCTION CONTROL CLERK**
Compiles and records production data for industrial establishments to compare records and reports on volume of productions, consumption of material, quality control, and other aspects of production, performing any combination of the following duties: Compiles and records production data from such documents as customer orders, work, tickets, product specifications, and individual worker production sheets, following prescribed recording procedures and using typewriter and other devices. Calculates such factors as types and quantities of items produced, materials used, amount of scrap, frequency of defects, and worker and department production rates, using adding machine or calculator. Writes production reports based on data compiled, tabulated and computed, following prescribed formats. Maintains files of documents used and prepared. Compiles from customer orders and other specifications detailed production sheets or work schedules based on established guidelines and priorities. Compiles material inventory records and prepares requisitions for procurement of materials and supplies. Charts production,
using chart, graph, spreadsheet or pegboard, based on statistics compiled for reference by production and management personnel. Sorts and distributes work tickets or material to workers. May compute wages from employee time cards and post wage data on records used for preparation of payroll.

Experience & Qualification: Requires a high school diploma or its equivalent with 4 years of experience in the field or a related area.

**01280 - SWITCHBOARD OPERATOR RECEPTIONIST**
This position greets visitors, determining nature of visits and directing visitors to appropriate persons. The Receptionist may also have other duties such as recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; making appointments; keeping a log of visitors; and issuing visitor passes. In this position, one may also work on a computer and perform other routine clerical work that may occupy the major portion of the worker's time.

Requires a high school diploma or its equivalent with 0-2 years of experience in the field or a related area.

**01290 - RENTAL CLERK**
Performs clerical duties concerned with rental and management of public housing projects. Answers telephone and respond to requests for maintenance, complaints, and rental information or, as appropriate, forwards calls to senior officials. Receives rental payments and other income, assesses late charges, applies cancellation stamp required by government housing agency, writes receipts, and prepares rental transmittal forms and collection logs for government accounting system. Receives security deposits and prepares tenant receipts. Prepares bank deposits. Maintains tenant files. Follows up on income recertification.

**01300 - MAINTENANCE SCHEDULER**
Schedules requests received for maintenance based on availability of maintenance personnel, material, and severity of maintenance requests. Also reschedules maintenance activities when required.

**01311 - THRU 01313 SECRETARY (OCCUPATIONAL BASE)**
Provides principal secretarial support in an office, usually to one individual, and, in some cases, also to the subordinate staff of that individual. Maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff. Works fairly independently, receiving a minimum of detailed supervision and guidance. Performs varied clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office.

**01311 - SECRETARY I**
Schedules appointments, gives information to callers, takes dictation, and otherwise relieves officials of clerical work and minor administrative and business detail. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

**01312 - SECRETARY II**
Schedules appointments, gives information to callers, takes dictation, and otherwise relieves officials of clerical work and minor administrative and business detail. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals.
Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

Education & Experience: Requires a High School Diploma and 3-5 years of experience.

01313 - SECRETARY III
Provides administrative support to an individual or office. Supplies information, maintains files, schedules appointments, produces correspondence and otherwise relieves officials of minor administrative and business detail. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor.

Education & Experience: Requires a High School Diploma and 5+ years of experience.

01320 - SERVICE ORDER DISPATCHER
Receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company. Records information, such as name, address, article to be repaired, or service to be rendered. Prepares work order and distributes to service crew. Schedules service call and dispatches service crew. Calls or writes customer to insure satisfactory performance of service. Keeps record of service calls and work orders. May dispatch orders and relay messages and special instructions to mobile crews and other departments, using radiotelephone equipment.

01341 - STENOGRAPHER I
Takes dictation in shorthand of correspondence, reports, and other related material. May operate a typewriter to transcribe dictated material. May require an associate's degree. Requires 2-4 years of experience in the field or in a related area.

01342 - STENOGRAPHER II
Takes dictation in shorthand of correspondence, reports, and other related material. May operate a typewriter to transcribe dictated material. May require an associate's degree. Requires 2-5 years of experience in the field or in a related area.

Minimum Experience – Two to three years of stenographer or transcription experience. Must be reliable and maintain good work habits. Must have ability to follow established guidelines and consistently produce high volumes of quality work. Have a demonstrated ability to work independently and without distraction.

Functional Responsibilities - Takes and transcribes dictation determining the most appropriate format. Performs stenographic duties requiring significantly greater independence and responsibility than Stenographer I. Supervisor typically provides general instructions. Work requires a thorough working knowledge of general business and office procedure and of the specific business operations, organization, policies, procedures, files, workflow, etc. Uses this knowledge in performing stenographic duties and responsible clerical tasks such as maintaining follow-up files; assembling material for reports, memoranda, and letters; composing simple letters from general instructions; reading and routing incoming mail; answering routine questions; etc.

01420 - SURVEY WORKER
Interviews people to obtain information on topics such as public issues or consumer buying habits. Contacts people at home or place of business or by telephone following specified sampling procedures, or approach them at random on street. Asks questions relative to items on form or questionnaire, records answers, and assists persons in filling out forms. May review, sort, classify and file forms according to specified procedures and criteria. May participate in Federal, state or local census surveys.

**01510 - TEST EXAMINER**
Examines tests and determine test results. Requires a high school diploma or its equivalent with 0-3 years of experience in the field or in a related area.

**01530 - TRAVEL CLERK I**
Under close supervision or following specific procedures and detailed instructions arranges travel on one and sometimes two modes of transportation. Travel is almost always recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination.

**01531 - TRAVEL CLERK II**
Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated through the use of readily obtainable timetables or guides. Travel is frequently recurrent. A substantial number of problems arise as a result of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line or established connecting points and normal modes of transportation. Travel is not always planned well in advance, so there may be major problems of scheduling or accommodations.

Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination. Within general guidelines, employees select and apply appropriate travel guides, methods, techniques and work sequences to effectively accomplish the work. The majority of assignments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work are referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

**01532 - TRAVEL CLERK III**
At this level, all major modes of transportation are used, and most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, re-planning, or rearranging, with many side trips, requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections.

A substantial amount of travel involves special allowances or requires authorization and planning for supplemental or special transportation facilities. It is frequently difficult to obtain the required
information. The incumbent is characterized by independence of action, with very little instruction, guidance and review, except for review of accomplishments of broad objectives and conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and responsible as the principal point of liaison with other elements and with carriers and other facilities.

01610 - WORD PROCESSOR (Occupational Base)
This position uses automated systems, such as word processing equipment, personal computers, or work stations linked to a larger computer or local area network, to produce a variety of documents, such as correspondence, memos, publications, forms, reports, tables and graphs. The Word Processor uses one or more-word processing software packages; may also perform routine clerical tasks, such as operating copiers, filing, answering telephones, and sorting and distributing mail.
Excluded are:
  a. Typists using automatic or manual typewriters with limited or no text-editing capabilities; workers in these positions are not typically required to use word processing software packages;
  b. Key Entry Operators, Accounting Clerks, Sales Clerks, and other clerks who may use automated word processing equipment for purposes other than typing composition;
  c. Positions requiring subject-matter knowledge to prepare and edit text using automated word processing equipment.

01611 - WORD PROCESSOR I
This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.
Education & Experience: Requires Associate's Degree and 1-3 years of experience.

01612 - WORD PROCESSOR II
This position uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as:
  a. Editing and reformatting written or electronic drafts. Examples include: correcting function codes; adjusting spacing, formatting and standardizing headings, margins, and indentations.
  b. Transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology.
Work requires familiarity with office terminology and practices. Incumbent corrects copy, and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work and provides specific instructions for new or unique projects.
Education & Experience: Requires Associate's Degree and 3-5 years of experience.

01613 - WORD PROCESSOR III
Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or
multiple columns. Uses either different word processing packages or many different style macros or special command functions; independently completes assignments and resolves problems.

Education & Experience: Requires Associate's Degree and 5+ years of experience.

03010 - COMPUTER DATA LIBRARIAN
Maintains library of media (tapes, disks, cards, and cassettes) used for automatic data processing applications. Classifies, catalogs, and stores items in accordance with standardized system. Issues media for processing on request. Maintains record of items received, stored, issued, and returned. Examines returned media for damage or excessive wear to determine if they need replacing. May make minor repairs to damaged tapes.

030411 - COMPUTER OPERATOR I
Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, resolves common operating problems. May serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

030412 - COMPUTER OPERATOR II
Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. May serve as an assistant operator, working under general supervision.

030413 - COMPUTER OPERATOR III
Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures.

030414 - COMPUTER OPERATOR IV
Adapts to a variety of nonstandard problems which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g., reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems. Typically, completed work is submitted to users without supervisory review.

030415 - COMPUTER OPERATOR V
Resolves a variety of difficult operating problems (e.g., making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. May spend considerable time away from the
control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists in resolving problems.

03071 – COMPUTER PROGRAMMER I
Assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, e.g., drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. May perform routine programming assignments (as described in Level II) under close supervision.

In addition, to assist higher level staff, may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.); reports findings to higher level staff. May receive training in elementary fact-finding. Detailed, step-by-step instructions are given for each task and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion.

03072 – COMPUTER PROGRAMMER II
At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. Performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements. Works according to clear cut and complete specifications. The data are refined and the format of the final product is very similar to that of the input or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs.

Maintains and modifies routine programs. Makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes. Tests and documents modifications and writes operator instructions. May write routine new programs using prescribed specifications; may confer with EDP personnel to clarify procedures, processing logic, etc. In addition, may evaluate simple interrelationships in the immediate programming area, e.g., whether a contemplated change in one part of a simple program would cause unwanted results in a related part; confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change; and implements the change upon approval of the supervisor or higher level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats.

Reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress; all work is reviewed upon completion for accuracy and compliance with standards.

03073 – COMPUTER PROGRAMMER III
As a fully qualified computer programmer, applies standard programming procedures and detailed knowledge of pertinent subject matter (e.g., work processes, governing rules, clerical procedures, etc.) in a programming area such as: a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. Works according to approved statements of requirements and detailed specifications. While the data are clear cut, related, and equally available, there may be
substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. Recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment. Solves conventional programming problems. (In small organizations, may maintain programs which concern or combine several operations, i.e., users, or develop programs where there is one primary user and the others give input.)

Performs such duties as: develops, modifies, and maintains assigned programs; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific programs usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data; and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) Tests and documents work and writes and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

In addition, may carry out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. May analyze present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher level staff. May assist in the review and analysis of detailed program specifications and in program design to meet changes in work processes.

Works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures; resolves problems and deviations according to established practices; and obtains advice where precedents are unclear or not available. Completed work is reviewed for conformance to standards, timeliness, and efficiency. May guide or instruct lower level programmers; may supervise technicians and others who assist in specific assignments. Works on complex programs under close direction of higher level staff or supervisor. May assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision.

**03074 - COMPUTER PROGRAMMER IV**

Applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc. Plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements which are usually from different sources; solves difficult programming problems. Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.
Performs such duties as: develops, modifies, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; working with problems or concepts, develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g., a critical path analysis program to assist in managing a special project. Tests, documents, and writes operating instructions for all work. Confers with other EDP personnel to secure information, investigate and resolve problems and coordinate work efforts.

In addition, performs such programming analysis as: investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and conserve resources; on typical maintenance projects and smaller scale, limited new projects, assisting user personnel in defining problems or needs and determining work organization, the necessary files and records, and their interrelation with the program; or on large or more complicated projects, participating as a team member along with other EDP personnel and users and having responsibility for a portion of the project. Works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications. Modifies and adapts precedent solutions and proven approaches. Guidelines include constraints imposed by the related programs with which the incumbent’s programs must be meshed. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. May function as team leader or supervise a few lower level programmers or technicians on assigned work.

**03101 - COMPUTER SYSTEMS ANALYST I**

At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. Provides several phases of the required systems analysis where the nature of the system is predetermined. Uses established fact finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment.

Carries out fact finding and analysis as assigned, usually of a single activity or a routine problem; applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst, may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents. When cost and deadline estimates are required, results receive closer review.

The supervisor defines objectives, priorities, and deadlines. Incumbents work independently; adapt guides to specific situations; resolve problems and deviations according to established practices; and obtain advice where precedents are unclear or not available. Completed work is reviewed for conformance to requirements, timeliness, and efficiency. May supervise technicians and others who assist in specific assignments.

**03102 - COMPUTER SYSTEMS ANALYST II**

Applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g., develops systems for maintaining
depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, work load, and practices of the assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of a change in assigned system.

Reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; and upon approval of synopsis, prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates the work with program, users, etc.; orients user personnel on new or changed procedures. May conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

Works independently under overall project objectives and requirements; apprises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. Adapts design approaches successfully used in precedent systems. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. May provide functional direction to lower level assistants on assigned work.

OR

Works on a segment of a complex data processing scheme or broad system, as described for computer systems analyst, level III. Works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to insure proper alignment with the overall system.

03103 - COMPUTER SYSTEMS ANALYST III

Applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing; finance management; engineering, accounting, or statistics; logistics planning; material management, etc. Usually, there are multiple users of the system, however, there may be complex one-user systems, e.g., for engineering or research projects. Requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources is responsible for recognizing probable conflicts and integrating diverse data elements and sources. Produces innovative solutions for a variety of complex problems.

Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist. May serve as lead
analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs.

03160 - PERIPHERAL EQUIPMENT OPERATOR
Operates peripheral equipment which directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, card readers/punchers, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment.

The following duties characterize the work of a Peripheral Equipment Operator: Loading printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy; Labeling tape reels, disks or card decks; Checking labels and mounting and dismounting designated tape reels or disks on specified units or drives; Setting controls which regulate operation of the equipment; Observing panel lights for warnings and error indications and taking appropriate action; Examining tapes, cards, or other material for creases, tears, or other defects which could cause processing problems.

Excludes workers who monitor and operate a control console or a remote terminal, or whose duties are limited to operating decollators, busters, separators, or similar equipment.

12130 – LABORATORY TECHNICIAN (LABORATORY TESTER)
Performs laboratory tests according to prescribed standards to determine chemical and physical characteristics or composition of solid, liquid, or gaseous materials and substances for purposes such as quality control, process control, product development, or determining conformity to specifications. Sets up and adjusts laboratory apparatus and operates grinders, agitators, centrifuges, ovens, condensers, and vibrating screens to prepare material for testing according to established laboratory procedure. Performs physical tests on samples of cement or raw materials and controls quality of materials and mix during manufacturing process. Tests raw materials, such as aggregate, limestone, and sand, for such qualities as permeability, load-bearing capacity, or cohesiveness. Tests dry and liquid substances used as ingredients in adhesives, propellants, lubricants, refractories, synthetic rubber, paint, paper, and other compounds for purity, viscosity, density, absorption or burning rate, melting point, or flash point, using viscosimeter, torsion balance scale, and pH meter. Tests solutions used in processes, such as anodizing, waterproofing, cleaning, bleaching, and pickling, for chemical strength, specific gravity, or other specifications. Tests materials for presence and content of elements or substances, such as hydrocarbons, manganese, natural grease or impurities, tungsten, sulfur, cyanide, ash or dust. Tests samples of manufactured products, such as cellophane or glassware, to verify conformity with heat resistance, tensile strength, ductibility, and other specifications. Examines materials, using microscope. Records test results on standard forms, writes test reports describing procedures used, and prepares graphs and charts. Cleans and sterilizes laboratory apparatus. May prepare chemical solutions according to standard formulae. May add chemicals or raw materials to process solutions or product batches to correct deviations from specifications.

INFORMATION AND ARTS OCCUPATIONS, INCLUDING MISC. OCCUPATIONS
Including, but not limited to, the following occupational categories: Cashier, Cook I-II, Dish Washer, Desk Clerk, Food Service Worker, Illustrator I - III, Librarian, Library Aide/Clerk, Library Technician, Photographer I-V, Photofinishing Worker, Sales Clerk, and Surveying Aide.

13047 - LIBRARIAN
The Librarian maintains library collections of books, serial publications, and documents, audiovisual and other materials and assists groups and individuals in locating and obtaining materials, furnishes information on library activities, facilities, rules and services, explains and assists in use of reference sources, such as card or book catalog, or book and periodical indexes to locate information. This worker issues and receives materials for circulation or use in library, assembles and arranges displays of books and other library materials, maintains reference and circulation materials. The Librarian also answers correspondence on special reference subjects, may compile list of library materials according to subjects or interests, and may select, order, catalog and classify materials.

Education & Experience: Requires Bachelor’s degree and 3-5 years of experience.

14040 - COMPUTER OPERATOR (OCCUPATIONAL BASE)
The Computer Operator monitors and operates the control console of either a mainframe digital computer or a group of minicomputers, in accordance with operating instructions, to process data. Work is characterized by the following:

- Studies operating instructions to determine equipment setup needed.
- Loads equipment with required items (tapes, cards, paper, etc.).
- Switches necessary auxiliary equipment into system;
- Diagnoses and corrects equipment malfunctions;
- Reviews error messages and makes corrections during operation or refers problems;
- Maintains operating record.

This operator may test run new or modified programs and assists in modifying systems or programs. Included within the scope of this definition are fully qualified Computer Operators, and trainees working to become fully qualified operators.

14150 - PERIPHERAL EQUIPMENT OPERATOR
The Peripheral Equipment Operator operates peripheral equipment that directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment.

The following duties characterize the work of a Peripheral Equipment Operator:

- Loads printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy;
- Labels tape reels, or disks;
- Checks labels and mounting and dismounting designated tape reels or disks on specified units or drives;
- Sets controls which regulate operation of the equipment;
- Observes panel lights for warnings and error indications and taking appropriate action;
- Examines tapes, cards, or other material for creases, tears or other defects that could cause processing problems.

Excludes workers who monitor and operate a control console or a remote terminal, or whose duties are limited to operating decollators, busters, separators, or similar equipment. Education & Experience: Requires Associate’s Degree and 1-3 years of experience.

14160 PERSONAL COMPUTER SUPPORT/HELP DESK TECHNICIAN
The Personal Computer Support Technician provides support to distributed PC/networking environment including installation, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks,
printers, and other computer peripherals. Support responsibilities include software installation, and configurations. This technician performs technical, operational, and training support to users of personal computers either by telephone, or on-site for PC desktop hardware and software packages. Job duties require the technician to install and test personal computers, printers, and other peripherals, configure operating system, load shrink-wrap programs and other application software programs. In this position, the incumbent troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

15050 - Instructor
Teaches courses in one or more subjects in commercial, governmental, industrial or service establishments. Prepares instructional program in accordance with training or other course requirements, assembling materials to be presented. Instructs students in the theoretical and practical aspects covering the subjects being taught. Utilizes such teaching methods as individual coaching, group discussions, lectures, demonstrations, seminars, and workshops. Selects or develops teaching aids such as wall charts, prepared notes, tape recordings, radio, television, films, film strips, and training handbooks. Supervises practical work carried out by students, and assists them at points of difficulty. Tests students to evaluate their learning progress and to evaluate effectiveness of instruction. Compiles assessment report regarding each student. May arrange visits to or periods of employment in real-work situations to reinforce instruction.

15090 - Computer Based Training (CBT) Specialist/Instructor
Has primary responsibility for the effective delivery of instruction by means of computer. During the design phase of Instructional Systems Development (ISD), contributes to the effective use of graphics, windowing, animation, feedback, and branching. Plans, designs, and coordinates the use of the Interactive Video Disc. Uses hardware and software to input data efficiently and to program and restructure both the Computer Aided Instruction and Computer Managed Instruction Programs. Verifies tests and validates computer based courseware.

This labor category includes occupations concerned with the direct delivery and development of instruction. The instruction is primarily of a technical nature where the requirements of the work are a combination of practical knowledge of the methods and techniques of instruction and practical knowledge and experience in the subject taught. With the exception of educational technologist and instructional developer positions, the occupational titles in this category do not have a requirement of professional training in the field of education.

Education & Experience: Requires Bachelor's degree and 3-5 years of experience.

15080 - GRAPHIC ARTIST
The Graphic Artist works with the courseware production team to design and develop graphic/visual effects used in courseware material. This position requires the use of specialized computer software to develop high quality computer illustrations, technical drawings, and animations supporting various media used within the training curriculum. The Graphic Artist is capable of using specialized hardware and/or software for video/audio capture and editing of multimedia presentations, incorporates principles of
layout design throughout the courseware production process, and is responsible for quality control, review and revision of all aspects of graphics development.

Education & Experience: Requires Bachelor’s degree and 1-3 years of experience.

**15110 - TEST PROCTOR**
Administers, supervise or proctors tests. Administers make-up tests in conjunction with civilian institution programs when it has been clearly established that the student could not be present for normal in-class testing because of duty conflict or health reasons. Testing materials are controlled items and will be handled, stocked safeguarded and administered in strict compliance with applicable regulations.

**29090 - Environmental Technician**
Conducts tests and field investigations to obtain data for use by environmental, engineering and scientific personnel in determining sources and methods of controlling pollutants in air, water, and soil, utilizing knowledge of agriculture, chemistry, meteorology, and engineering principles and applied technologies. Conducts chemical and physical laboratory and field tests according to prescribed standards to determine characteristics or composition of solid, liquid, or gaseous materials and substances, using pH meter, chemicals, autoclaves, centrifuge spectrophotometer, microscope, analytical instrumentation, and chemical laboratory equipment. Collects samples of gases from smokestacks, and collects other air samples and meteorological data to assist in evaluation of atmospheric pollutants. Collects water samples from streams and lakes, or raw, semi-processed or processed water, industrial waste water, or water from other sources to assess pollution problem. Collects soil, silt, or mud to determine chemical composition and nature of pollutants. Prepares sample for testing, records data, and prepares summaries and charts for review. Sets monitoring equipment to provide flow of information. Installs, operates, and performs routine maintenance on gas and fluid flow systems, chemical reaction systems, mechanical equipment, and other test instrumentation. May operate fixed or mobile monitoring or data collection station. May conduct bacteriological or other tests related to research in environmental or pollution control activity. May collect and analyze engine exhaust emissions to determine type and amount of pollutants. May specialize in one phase or type of environmental pollution or protection and be identified according to specialty.

**29361 - Paralegal/Legal Assistant I**
Work is performed under close supervision, with required assistance readily available. Work includes, typically, several of the following duties:
- Consults prescribed sources of information for facts relating to matters of interest to the program;
- Reviews documents to extract selected data and information relating to specific items;
- Reviews and summarizes information in prescribed format on case precedent and decisions;
- Searches and extracts legal references in libraries and computer-data banks;
- Attends hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assists in the presentation of charts and other visual information.

**29362 - Paralegal/Legal Assistant II**
At this level, the incumbent, exercises more independent judgment than at the level I position. In this capacity the incumbent:
- Reviews case materials to become familiar with questions under consideration;
• Searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents;
• Prepares digests of selected decisions or opinions which incorporate legal references and analyses of precedents involved in areas of well-defined and settled points of law;
• Interviews potential witnesses and prepares summary interview reports for the attorney's review;
• Participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial stage;
• Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits;
• Verifies citations and legal references on prepared legal documents;
• Prepares summaries of testimony and depositions;
• Drafts and edits non-legal memoranda, research reports and correspondence relating to cases.

29363 - Paralegal/Legal Assistant III
At this level, participates in the substantiate development of cases by performing the following functions:
• Analyzes and evaluates case files against litigation worthiness standards; Notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney;
• Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys;
• Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity;
• Interviews relevant personnel and potential witnesses to gather information;
• Reviews and analyzes relevant statistics;
• Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation;
• Consulti with statistical experts on reliability evaluations;
• May testify in court concerning relevant data.

29364 - Paralegal/Legal Assistant IV
At this level, assists in the evaluation, development and litigation of cases by performing the following duties:
• Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law;
• Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information;
• Through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence;
• Selects, summarizes, and compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns;
• Reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and potential remedial provisions of ongoing investigations and litigation;
• Identifies types of record keeping systems and types of records maintained which would be relevant. Gathers, sorts, and interprets data from various record systems including computer information systems;
• Interviews potential witnesses for information and prepares witnesses for court appearances;
• Develops statistics and tabulations, such as standard deviations, regression analyses, and weighting, to provide leads and supportive data for case litigation.
• Prepares charts, graphs, and tables to illustrate results;
• Analyses data, develops recommendations and justifications for the attorney(s) who will take the matter to court. Continues to work with the attorney(s) during the progress of the case, obtaining and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files;
• May appear in court as a witness to testify concerning exhibits prepared supporting plaintiff's case.

30030 - Cartographic Technician
Provides technical assistance to professional Cartographers in connection with the construction or revision of maps and charts. Work involves the solution of technical problems that require primarily the application of a practical knowledge of the methods and techniques by which maps and charts are constructed. Performs any or a combination of duties such as collecting, evaluating and selecting source materials; compiling information from source materials and developing a plan for using the information in accordance with product specifications; obtaining reliable measurements of earth's surface features such as elevations and distances from photographs by using photogrammetric techniques and equipment; using drafting tools and automated equipment to make maps and charts; assembling aerial photographs into mosaics; and reviewing and editing map and chart manuscripts

30040 - Civil Engineering Technician
Assists Civil Engineer in application of principles, methods, and techniques of civil engineering technology. Reviews project specifications and confers with Civil Engineer concerning assistance required, such as plan preparation, acceptance testing, evaluation of field conditions, design changes, and reports. Conducts materials testing and analysis, using tools and equipment and applying engineering knowledge necessary to conduct tests. Prepares reports detailing tests conducted and their results. Surveys project sites to obtain and analyze topographical details of sites, using maps and surveying equipment. Drafts detailed dimensional drawings such as those needed for highway plans, structural steel fabrication, and water control projects, performing duties as described under Drafter. Calculates dimensions, profile specifications, and quantities of materials such as steel, concrete, and asphalt, using calculator.

30061 - DRAFTER/CAD OPERATOR I
This operator prepares drawings or computer models of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints, selects appropriate templates/computer programs or uses a compass and other equipment needed to complete assignments. Drawings and models fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy. Typical assignments include:

a. Revisions to the original drawings of a plumbing system by increasing pipe diameters.
b. Drawing from sketches, the building floor plans, determining size, spacing and arrangement of freehand lettering according to scale.
c. Drawing simple land profiles from predetemined structural dimensions and reduced survey notes.
d. Tracing river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies.
e. Preparing a computer model of a room, building, structure from data, prints, photos

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

30062 - DRAFTER/CAD OPERATOR II

This operator prepares various drawings computer models of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting and CAD techniques and a working knowledge of the terms and procedures of the occupation. The Draft/CAD Operator II makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings or computer models may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches, computer models or specifications that clearly depict the desired product. Typical assignments include:

a. Preparing several views of a simple gear system from a layout and manual references and obtaining dimensions and tolerances from manuals and by measuring the layout.
b. Preparing and revising detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings.
c. Drawing base and elevation views, sections, and details of new bridges or other structures, revising complete sets of roadway drawings for highway construction projects, or preparing block maps, indicating water and sewage line locations.

Education & Experience: Requires Associate's Degree and 3-5 years of experience.
30063 - DRAFTER/CAD OPERATOR III
This operator prepares complete sets of complex drawings or computer models that include multiple views, detail drawings, and assembly drawings. Drawings or models include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. The Draft/CAD Operator works from sketches, computer models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. This operator selects required information from computer programs, and internet sites, precedents, manufacturers' catalogs, and technical guides. This operator independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems. Typical assignments include:

a. Prepares complete sets of drawings of test equipment to be manufactured from layouts, models, or sketches. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, this operator describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment.

b. From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards.

c. From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and berms, prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required.

d. Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.

Excludes drafter performing work of similar difficulty to that described at this level but who provides support for a variety of organizations that have widely differing functions or requirements. Education & Experience: Requires Bachelor’s degree and 5+ years of experience.

30064 - DRAFTER/CAD OPERATOR IV
This operator works closely with design originators, preparing drawings or computer models of unusual, complex, or original designs that require a high degree of precision, performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. This incumbent assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced, exercises independent judgment in selecting and interpreting data based on knowledge of the design intent. Although working primarily as a drafter, this worker may occasionally interpret general designs prepared by others to complete minor details, may provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects. Education & Experience: Requires Bachelor’s degree and 10+ years of experience.
30081 ENGINEERING TECHNICIAN I
This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. This person performs one or a combination of such typical duties as:

a. Assembling or installing equipment or parts requiring simple wiring, soldering, or connecting.
b. Performing simple or routine tasks or tests such as tensile or hardness tests; operating and adjusting simple test equipment; records test data.
c. Gathering and maintaining specified records of engineering data such as tests, drawings, etc.; performing computations by substituting numbers in specified formulas; plotting data and draws simple curves and graphs.

Education & Experience: Requires Associate's Degree and 1-3 years of experience.

30082 ENGINEERING TECHNICIAN II
The Engineering Technician II performs standardized or prescribed assignments involving a sequence of related operations, follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments. Technical adequacy of routine work is reviewed on completion; non-routine work may be reviewed in progress. This technician performs at this level, one or a combination of such typical duties as:

a. Following specific instructions, assembles or constructs simple or standard equipment or parts, servicing or repairing simple instruments or equipment;
b. Conducting a variety of tests using established methods, preparing test specimens, adjusting and operating equipment, recording test data, and pointing out deviations resulting from equipment malfunction or observational errors;
c. Extracting engineering data from various prescribed but non-standardized sources, processing the data following well-defined methods including elementary algebra and geometry, and presenting the data in prescribed form.

Education & Experience: Requires Associate's Degree and 3-5 years of experience.

30083 ENGINEERING TECHNICIAN III
The Engineering Technician III performs assignments that are not completely standardized or prescribed, selects or adapts standard procedures or equipment, using fully applicable precedents, receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed, performs recurring work independently. Work is reviewed for technical adequacy or conformity with instructions. This technician performs at this level one or a combination of such typical duties as:

a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions;
b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment.
c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and records test data;
d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation.
e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning
previous operational failures and modifications, and using judgment and initiative to recognize
inconsistencies or gaps in data and seek sources to clarify information.
Education & Experience: Requires Bachelor's degree and 5-7 years of experience.

30084 - ENGINEERING TECHNICIAN IV
The Engineering Technician IV performs non-routine assignments of substantial variety and complexity,
using operational precedents that are not fully applicable, such assignments that are typically parts of
broader assignments, are screened to eliminate unusual design problems. This incumbent may plan such
assignments. This technician receives technical advice from supervisor or engineer. Work is reviewed for
technical adequacy (or conformity with instructions). This position may be assisted by lower level
technicians and have frequent contact with professionals and others within the establishment, and
performs one or a combination of such typical duties as:

a. Developing or reviewing designs by extracting and analyzing a variety of engineering data, applying
conventional engineering practices to develop, prepare, or recommend schematics, designs,
specifications, electrical drawings and parts lists. (Examples of designs include: detailed circuit
diagrams; hardware fittings or test equipment involving a variety of mechanisms; conventional piping
systems; and building site layouts).

b. Conducting tests or experiments requiring selection and adaptation or modification of a wide variety
of critical test equipment and test procedures, preparing and operating equipment, recording data,
measuring and recording problems of significant complexity that sometimes require resolution at a
higher level, and analyzes data and prepares test reports.

c. Applying methods outlined by others to limited segments of research and development projects,
constructing experimental or prototype models to meet engineering requirements; conducts tests or
experiments and redesigns as necessary and recording and evaluating data and reports findings.

Education & Experience: Requires Bachelor's degree and 7-10 years of experience.

30460 – TECHNICAL WRITER (OCCUPATIONAL BASE)
Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs,
and related technical and administrative publications concerned with work methods and procedures, and
installation, operation, and maintenance of machinery and other equipment. Receives assignment from
supervisor. Observes production, developmental, and experimental activities to determine operating
procedure and detail. Interviews production and engineering personnel and reads journals, reports, and
other material to become familiar with product technologies and production methods. Reviews
manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, and
service of equipment. Studies blueprints, sketches, drawings, parts lists, specifications, mockups, and
product samples to integrate and delineate technology, operating procedure, and production sequence
and detail. Organizes material and completes writing assignment according to set standards regarding
order, clarity, conciseness, style, and terminology. Reviews published materials and recommend revisions
or changes in scope, format, content, and methods of reproduction and binding. May maintain records
and files of work and revisions. May select photographs, drawings, sketches, diagrams, and charts to
illustrate material. May assist in laying out material for publication. May arrange for typing, duplication
and distribution of material. May write speeches, articles, and public or employee relations releases. May
edit, standardize, or make changes to material prepared by other writers or plant personnel. May
specialize in writing material regarding work methods and procedures.
30461 - TECHNICAL WRITER I
The Technical Writer I revise or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer’s catalogs, drawings and other data relative to operation, maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail.

This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

Education & Experience: Requires Bachelor's degree and 1-3 years of experience.

30462 - TECHNICAL WRITER II
In this capacity, the Technical Writer revises or writes material that is mostly standardized for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. The incumbent receives assignment and technical information from a supervisor or senior writer, may be provided notes or manuals containing operating procedures and details, and may observe production, developmental or experimental activities to expand or verify the provided operating procedures and details.

This worker accesses manufacturers’ catalogs, drawings and other data relative to operation, maintenance, and service of equipment, may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This writer organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, may select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication, and arrange for typing, duplication and distribution of material. This writer may draft speeches, articles, and public or employee relations releases, or specialize in writing material regarding work methods and procedures.

Education & Experience: Requires Bachelor's degree and 3-5 years of experience.

30463 - TECHNICAL WRITER III
The Technical Writer III develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment, receives assignment from supervisor, observes production, developmental, and experimental activities to determine operating procedure and detail. This writer interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods, and reviews manufacturer’s and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment.
The Technical Writer III studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail, organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology; and reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. This worker may perform the following tasks: maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material; assist in laying out material for publication, arrange for typing, duplication and distribution of material, write speeches, articles, and public or employee relations releases, edit, standardize, or make changes to material prepared by other writers or plant personnel. This incumbent may specialize in writing material regarding work methods and procedures.

Education & Experience: Requires Bachelor's degree and 5+ years of experience.

**The following labor categories are considered exempt positions:**

**ACCOUNTING SUPPORT (EXEMPT)**
- Receives and processes a variety of transactions such as receipts, invoices, statements, payments, fees, and/or other related information, which may include: coding data, processing payroll transactions and changes, creating new vendor numbers, ensuring appropriate approvals, running reports, filing paperwork, and performing other related duties.
- Create and maintain a variety of records, logs, and spreadsheets.
- Prepares, balances, and records a variety of reports, purchase orders, requisitions, statements, benefit deductions, deposits, and other related documents.
- Assists customers and employees with requests for information over the phone and in person; researches and resolves discrepancies.
- Maintains a variety of records and files.
- Performs other duties of a similar nature or level

**AUDIT CLERK (EXEMPT)**
In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

Education & Experience: Requires Bachelor's degree and 1-5 years of experience.

**AUDIT SUPPORT (EXEMPT)**
The Audit Support Assistant position efficiently and professionally handles the daily administrative activities within their account, to assist auditor(s), collectors, managers, Data Services and others to meet and exceed customer expectations. This role will act as a point of contact for the audit team in facilitating responses to general inquiries and work requests from internal customers. Provides Audit Support. Perform a variety of general administrative assignments in support of the audit or auditors, including audit research, data entry, tracking and correspondence following established standards and work processes. Effectively Utilize Audit Tools. Utilize with increasing proficiency, proprietary reports, tools and systems required to perform duties. With moderate guidance and direction, timely executes assigned standard
reports and updates. Working proficiency with all systems and applications including Decipher and client tools. Meet or Exceed Standards/Guidelines for Productivity. In addition to regular and predictable attendance, maintain production goals and quality standards set by the audit for the auditing concept. Works to meet the expected level of quality and quantity (i.e. fees per hour, vendor/project volume completion, claims written) determined for the audit.

Meet or Exceed Standards for Quality. Achieve the expected level of quality set by the audit for the auditing concept, for valid claim identification and documentation. Prepare Response to Client/Vendor Disputes. Respond to: client or vendor disputes or internal QA for claims written. Provide verification of claims validation, in concise written manner.

Review Client Transactions. Build a personal proficiency around transaction types, client contracts/vendor agreements, and client data with understanding of how to identify

Education & Experience: Requires Bachelor’s degree and 1-5 years of experience.

**Contracting Support (Contract Specialist/Administrator) (EXEMPT)**
Performs pre-award functions for procurements involving complex contracts of highly specialized, extensive, new or innovative acquisitions or services. Administers long-term, complex contracts for procurements of extensive, highly specialized new or innovative acquisition, or services affecting ACA solicitations and respective contractors. Analyzes and evaluates cost and pricing data elements to determine price reasonableness for major acquisitions with limited precedent data available. Terminates highly specialized and/or long-term complex contracts that affect a wide range of procurement activities or contractors’ operations. B.A. or B.S. degree in business, economics, engineering or related field. 8 years of experience in cost analysis with a demonstrated ability to supervise and lead a team of analysts.

Develops a pre-negotiation position, determines the types of contracts and negotiation authority to be used, and prepares justification. Coordinates contract management activities consistent with Federal Acquisition Regulation guidance and contractual agreements. Interprets contract provisions, and provides appropriate advice and guidance, using mature judgment and defending all actions taken. Develops guidelines for use of staff and program offices, setting forth procurement lead-times for each type of requirement handled. Serves as Contracting Officer with responsibility for pre-award and post award contracting functions involving procurements. Advises program officials of the procurement objectives to be used and assists in the preparation of the statement of work. B.A. or B.S. degree. Four years of experience and attendance at federal government acquisition workforce training may be substituted for a degree.

Education & Experience: Requires Bachelor’s degree and 3-5 years of experience.

**DESKTOP PUBLISHER (EXEMPT)**
Completes assignments involving word processing, including page layouts, charts and computer graphics utilizing desktop publishing equipment and integrated software packages. May require an associate’s degree in a related area and at least 4 years of experience in the field or in a related area. Familiar with a variety of the field’s concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

Education & Experience: Requires Associate’s degree and 3-5 years of experience.
FINANCIAL ANALYST (EXEMPT)
Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Requires a bachelor's degree and 4-7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Education & Experience: Requires Bachelor’s degree and 3-5 years of experience.

DISPATCHER, MOTOR VEHICLE (EXEMPT)
Assigns motor vehicles and drivers for conveyance of freight or passengers. Compiles list of available vehicles. Assigns vehicles according to factors, such as length and purpose of trip, freight or passenger requirements and preference of user. Issues keys, record sheets, and credential to drivers. Records time of departure, destination, cargo, and the expected time of return. Investigates overdue vehicles. May confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise. May maintain record of mileage, fuel used, repairs made and other expenses. May establish service or delivery routes. May supervise loading and unloading. May issue equipment to drivers, such as hand trucks, dollies, and blankets. May direct activities of drivers, using two-way radio. May assign helpers to drivers. May work at vehicle distribution center and assign vehicles to customer agencies.
Education & Experience: Requires a high school diploma or its equivalent with 0-3 years of experience.

MARKET RESEARCH ANALYST (EXEMPT)
Collect data on consumers, competitors and market place and consolidate information into actionable items, reports and presentations Understand business objectives and design surveys to discover prospective customers’ preferences Compile and analyse statistical data using modern and traditional methods to collect them Perform valid and reliable SWOT analysis Interpret data, formulate reports and make recommendations Catalogue findings to databases Provide competitive analysis on various companies' market offerings, identify market trends, pricing/business models, sales and methods of operation Evaluate program methodology and key data to ensure that data on the releases are accurate and the angle of the release is correct Remain fully informed on market trends, other parties researches and implement best practices

OCCUPATIONAL ANALYST (EXEMPT)
Occupational Analyst Researches occupations and analyzes and integrates data to develop and devise concepts of worker relationships, modify maintain occupational classification system, and provide business, industry, and government with technical occupational information necessary for utilization of work force Confers with business, industry, government and union officials to arrange for and develop plans for studies surveys Devises methods & establishes criteria for conducting studies surveys Researches jobs, industry and organizational concepts and techniques, and worker characteristics to define job relationships, job functions content, worker traits, and occupational trends Prepares results of research for publication in form of books, brochures, charts, film, and manuals Identifies need for develops job analysis tools, like manuals, reporting forms, training films, and slides
Prepares management tools, like personnel distribution reports, organization flow charts, job descriptions, tables of job relationships, and worker trait analysis. Conducts training and provides technical assistance to promote use of job analysis materials, tools, and concepts in areas of curriculum development, career planning, job restructuring, and government employment training programs. May specialize in providing technical assistance to private, public, or governmental organizations and be designated Industrial Occupational Analyst profess.

**Personnel Analyst (Exempt)**
Conducts job analyses and assists in maintaining the classification plan; develops job descriptions and recommends positions to job classes; reviews classifications on a scheduled basis; develops a variety of forms and reports related to collection of data for job analyses; assists in reviewing employment tests related to new and revised job classifications; researches labor market for salary surveys, minimum qualification standards and benchmark classifications; prepares statistical reports related to classification processes; conducts test validity studies; administers employment tests as necessary; assists in scheduling and conducting phases of the employment selection process with other personnel staff.

**Procurement Clerk (Exempt)**
Responsible for acquiring materials and documents to fulfill requests for purchases, including preparing purchase orders and handling inquiries about orders. Follows through with purchase from order placement to fulfillment and ensures order arrives undamaged and on time.

**Program Analyst (Exempt)**
Responsible for the development, analysis and daily maintenance of current and future project programs. Responsible for providing, coordinating and advising clients on a variety of management, analysis, and administrative functions essential to the direction and efficient operation of the agency. Prepares updates, provides information and justify the study, evaluation and/or assistance needed to assist clients with coordinating through federal agency assistance, mobilization and de-mobilization readiness. Develops and maintains project data and case management evaluation in a variety of management information databases. Coordinates duties with management, discussing changes affecting the staff and activities and with management, address issues, resolve problems and provide recommendations for improving processes and ensuring reintegration of personnel is appropriately handled. Assigns work to administrative support personnel. Provides advice and assistance to management on the processes and procedures of the project/case management system; as well as other productivity measurement and improvement programs. Should possess eight (8) years’ experience, of which at least four (4) years must be specialized. Specialized experience includes: project development from inception to deployment, non-clinical case management of service members returning from various operations, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in management. Requires a Bachelor’s Degree or technical training equivalent in personnel management, military mobilization and demobilization requirements, computer science, engineering, business, finance, management or other applicable field. Education & Experience: Requires Bachelor's degree and 3-5 years of experience.

**Researcher (Exempt)**
Provide high-level and strategic advice on research and investigation. Develop and implement effective research and investigation to support campaign goals. Research and analyze a wide range of specialized materials on issues and strategies in relation to different campaign projects. Conduct desktop and field
research and investigation work. Ensure accurate and professional research tasks are delivered timely. Keep abreast of issues. Provide timely information relevant to the campaign projects. Prepare research materials and publications.

Real Estate Asst (Exempt)
Responsible for assisting the property manager in maintaining the day-to-day operations of a portfolio of retail properties.

CAD Illustrator (Exempt)
Illustrator will work independently and as part of a team to create and/or modify illustrations. As required, illustrate procedures from a variety of input such as digital photographs, sketches, CAD drawings and / engineering drawings and actual parts.

Drafter/Designer (Exempt)
Will be responsible for supporting engineering of precast concrete and fabricated steel products. Responsible for work associated with shop drawings, reinforcing drawings from calculations and layout drawings from surveying geometry.

Construction Representative (Exempt)
Is responsible for identifying leads, proactively prospecting and selling temporary waste removal to customers primarily in the construction industry. The Construction Representative is also responsible for building, maintaining and growing long-term relationships with these clients to grow the revenue base and meet and exceed the monthly targeted profitable growth objectives in support of the Company’s overall goals. The Construction Representative meets regularly with prospective and existing clients in his or her assigned market area to deliver sales presentations, follow up with key decision makers and sell all services, as appropriate.

QA/QC Inspector (Exempt)
- Reviewing project specifications, drawings and Quality Control plans and procedures. Ensure, whenever necessary, the update of site quality control plans / control procedures.
- Preparation of the Inspection Test Plan for the scope of work and have it approved by the client.
- Supervise and witness inspections, check reports and documentation and collect and file the required Quality Records.
- Ensure that all sites activities are carried out according to reference documentation for parts of the plant within his area of responsibility, authorizing their acceptance at quality control completion.
- Cooperate and implementation of relative corrective actions, NCRs, FCNs etc.,
- Systematically records the nonconformity or event reports issued and identify appropriate corrective actions.
- Manage collaboration of measurement instruments and related certifications.

Architect (Exempt)
Responsibilities vary but typically include:
- Discussing the objectives, requirements and budget of a project;
- Consulting with other professionals about design;
- Preparing and presenting feasibility reports and design proposals to the client;
- Advising the client on the practicality of their project;
• Using IT in design and project management, specifically using computer-aided design software;
• Keeping within financial budgets and deadlines;
• Producing detailed workings, drawings and specifications; specifying the nature and quality of materials required; preparing tender applications and presentations; negotiating with contractors and other professionals;
• Preparing applications for planning and building control departments;
• Drawing up tender documents for contracts;
• Project managing and helping to coordinate the work of contractors;
• Controlling a project from start to finish;
• Regular site visits to check on progress, ensuring that the project is running on time and to budget;
• Resolving problems and issues that arise during construction;
• Ensuring that the environmental impact of the project is managed.
<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>GSA Net Hourly Rate</th>
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| 561320SBSA | Word Processor II | $29.30  
| 561320SBSA | Word Processor III | $32.19  
| 561320SBSA | Maintenance Scheduler | $22.16  
| 561320SBSA | Survey Worker (Interviewer) | $31.66  
| 561320SBSA | Computer Data Librarian | $57.71  
| 561320SBSA | Computer Operator I | $29.64  
| 561320SBSA | Computer Operator II | $32.58  
| 561320SBSA | Computer Operator III | $35.76  
| 561320SBSA | Computer Operator IV | $39.17  
| 561320SBSA | Computer Operator V | $42.86  
| 561320SBSA | Computer Programmer I | $37.48  
| 561320SBSA | Computer Programmer II | $44.71  
| 561320SBSA | Computer Programmer III | $53.55  
| 561320SBSA | Computer Programmer IV | $64.34  
| 561320SBSA | Computer Systems Analyst I | $63.52  
| 561320SBSA | Computer Systems Analyst II | $65.69  
| 561320SBSA | Computer Systems Analyst III | $68.72  
| 561320SBSA | Help Desk Technician | $36.18  
| 561320SBSA | Peripheral Equipment Operator | $29.64  
| 561320SBSA | Librarian | $49.10  
| 561320SBSA | Cartographic Technician | $45.57  
| 561320SBSA | Computer Based Training (CBT) | $55.62  
| 561320SBSA | Specialist/Instructor | $32.94  
| 561320SBSA | Civil Engineering Technician | $45.57  
| 561320SBSA | Drafter I | $34.41  
| 561320SBSA | Drafter II | $37.85  
| 561320SBSA | Drafter III | $41.57  
| 561320SBSA | Drafter IV | $49.88  
| 561320SBSA | Engineering Technician I | $31.93  
| 561320SBSA | Engineering Technician II | $36.65  
| 561320SBSA | Engineering Technician III | $41.73  
| 561320SBSA | Engineering Technician IV | $50.37  
| 561320SBSA | Environmental Technician | $41.51  
| 561320SBSA | Graphic Artist (Designer) | $49.58  
| 561320SBSA | Paralegal/Legal Assistant I | $35.56  
| 561320SBSA | Paralegal/Legal Assistant II | $42.73  
| 561320SBSA | Paralegal/Legal Assistant III | $51.05  
| 561320SBSA | Paralegal/Legal Assistant IV | $60.63  
| 561320SBSA | Instructor | $52.33
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