GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SCHEDULE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

Online 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: Schedule 736 – Temporary Administrative and Professional Staffing Services (TAPS)
FSC Group: 736

Contract Number: GS-02F-037DA

Contract Period: September 8, 2016 through September 7, 2021


Contractor: DIVERSITY SEARCH GROUP
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Business Size: Small, Woman-Owned, and Economically Disadvantaged Business
# Table of Contents

Customer Information .................................................................................................................. 4  
About Us ......................................................................................................................................... 4  
Terms and Conditions ...................................................................................................................... 4  
Price List ........................................................................................................................................ 8  
SCA Directory of Occupations ....................................................................................................... 10

**SIN 736 1 Administrative Support & Clerical Occupations** .................................................................. 10

Account Clerk I (N) .......................................................................................................................... 10
Account Clerk II (N) ......................................................................................................................... 10
Account Clerk III (N) ....................................................................................................................... 12
Administrative Assistant I (N) ......................................................................................................... 12
Administrative Secretary (N) .......................................................................................................... 13
Benefits Support Assistant (N) ......................................................................................................... 13
Clerk I (N) ....................................................................................................................................... 14
Clerk II (N) .................................................................................................................................... 14
Clerk III (N) ................................................................................................................................... 15
Customer Service Assistant I (N) ................................................................................................... 15
Data Entry Operator II (N) ............................................................................................................... 16
Data Entry Operator III (N) ............................................................................................................. 17
Executive Secretary I (N) .............................................................................................................. 17
Legal Secretary (N) ......................................................................................................................... 18
Mail Clerk/Messenger (N) ................................................................................................................ 19
Secretary I (N) ................................................................................................................................ 19
Secretary II (N) .............................................................................................................................. 20
Secretary III (N) ............................................................................................................................ 20
Switchboard Operator (N) ............................................................................................................... 21
Word Processing Specialist I (N) .................................................................................................... 21
Word Processing Specialist II (N) .................................................................................................. 22

**SIN 736-2 Automatic Data Processing Occupations** .................................................................... 23
### SIN 736-3 General Services & Support
- Computer Operator III (N) ................................................................. 23
- Custodial Worker (N) ........................................................................ 24
- Laborer (N) ....................................................................................... 24
- Laborer, Grounds Maintenance (N) .................................................. 24
- Maintenance Repair Worker II (N) .................................................... 25
- Maintenance Repair Worker III (N) .................................................. 25

### SIN 736-5 Technical & Professional Occupations
- Accountant (N) ................................................................................. 27
- Accounts Payable Supervisor (P) ........................................................ 27
- Business Analyst I (P) ....................................................................... 28
- Business Analyst II (P) ..................................................................... 28
- Financial Analyst (P) ........................................................................ 29
- Payroll Administrator (P) .................................................................. 29
- Staff Accountant (P) ......................................................................... 29
- Paralegal/Legal Assistant I (N) ............................................................ 29
- Paralegal/Legal Assistant II (N) ......................................................... 30
- Project Manager (P) ......................................................................... 30
- Medical Review Nurse (N) ................................................................. 30
- Medical Quality Improvement Analyst (N) ....................................... 31
- Underwriter (P) ............................................................................... 31
Customer Information

About Us

Diversity Search Group (DSG) is a leading project-based staffing firm headquartered in Columbus, Ohio. Founded in 2005 in Columbus, Ohio, DSG specializes in providing contract and direct-hire resources to the public sector, non-profit organizations, and corporations nationwide. Our ability to recruit and retain top-tier professional is how we do business and what sets us apart from the competition. We practice the strictest standards of quality control providing our clients with cost effective solutions and services.

We are a verified and certified MBE, DBE, and WBE, committed to diversity and inclusion and recruiting resources from all backgrounds. Our experience, passion, and dedication allow us to deliver scalable, customer-centric solutions throughout the United States.

Terms and Conditions

1A. Table of Awarded Special Item Numbers (SINs):

<table>
<thead>
<tr>
<th>SIN#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>736 1</td>
<td>736 1 – Administrative Support and Clerical Occupations</td>
</tr>
<tr>
<td>736 2</td>
<td>736 2 – Automatic Data Processing Occupations</td>
</tr>
<tr>
<td>736 3</td>
<td>736 3 – General Services and Support</td>
</tr>
<tr>
<td>736 5</td>
<td>736 5 – Technical and Professional Occupations</td>
</tr>
</tbody>
</table>

1B. Lowest Priced Model Number and Price for Each SIN: N/A

1C. Hourly rates and descriptions of all corresponding commercial job titles, experience, functional responsibility and education: All hourly rates shown are firm fixed price. See the following price list for hourly rates for our preponderance of work location and labor categories. See the Job Descriptions provided after the Pricing List for experience, functional responsibility, and education information.

2. Minimum Order: $100.00 (unless the contractor agrees to accept a smaller order amount)

3. Maximum Order: $100,000.00 (as a negotiation breakpoint only), sales unlimited.
4. Geographic Coverage:

For positions subject to the Service Contract Act (SCA)
Any location listed in the SCA Wage Index Matrix.

The preponderance of work location has been identified as:
Columbus, Ohio

Diversity Search Group may perform work at any of the locations listed in the SCA Wage Index Matrix. Services in an area with lower SCA rates than the stated preponderance of work location, resulting in lower wages being paid, will have the prices for that Task Order discounted accordingly.

For Professional Positions Not Subject to the Service Contract Act (Non-SCA)
The contractor may perform work any location in the Continental United States (CONUS), Washington D.C., and Puerto Rico.

5. Point(s) of Production: N/A

6. Discount from list prices: N/A

7. Quantity discount(s): none.

8. Prompt payment terms: Net 30

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

9B. Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items: none

11A. Time of delivery: N/A

11B. Expedited delivery: N/A

11C. Overnight and 2-day delivery: N/A

11D. Urgent requirements: Agencies can contact the contractor’s representative to inquire about faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB point:** N/A

13A. **Ordering address:** Same as contractor address. Customer should contact contractor for additional addresses.

13B. **Ordering procedures:** For supplies and services, the ordering procedures, information on blanket purchase agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. **Payment Address:** Same as contractor address.

15. **Warranty provision:** Standard commercial warranty. Customer should contact contractor for a copy of the warranty.

16. **Export packing charges:** N/A

17. **Terms and conditions of government purchase card acceptance (any thresholds above the micro-purchase level):** N/A.

18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A

19. **Terms and conditions of installation (if applicable):** N/A

20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A

20A. **Terms and conditions for any other services (if applicable):** N/A

21. **List of service and distribution points (if applicable):** N/A

22. **List of participating dealers (if applicable):** N/A

23. **Preventive maintenance (if applicable):** N/A

24A. **Special attributes such as environmental attributes (e.g. Recycled content, energy efficiency, and/or reduced pollutants):** N/A

24B. **Section 508 compliance for EIT:** N/A
25. **DUNS Number**: 614976095

26. **Notification regarding registration in Central Contractor Registration (CCR) database**: Contractor has an Active Registration in the SAM database.
<table>
<thead>
<tr>
<th>Category 736 1</th>
<th>Occupation Title</th>
<th>Total GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Accounting Clerk I</td>
<td>$25.50</td>
</tr>
<tr>
<td></td>
<td>Accounting Clerk II</td>
<td>$26.66</td>
</tr>
<tr>
<td></td>
<td>Accounting Clerk III</td>
<td>$28.12</td>
</tr>
<tr>
<td></td>
<td>Administrative Assistant 1</td>
<td>$24.50</td>
</tr>
<tr>
<td></td>
<td>Administrative Secretary 1</td>
<td>$27.10</td>
</tr>
<tr>
<td></td>
<td>Benefits Support Assistant</td>
<td>$30.44</td>
</tr>
<tr>
<td></td>
<td>Clerk I</td>
<td>$19.84</td>
</tr>
<tr>
<td></td>
<td>Clerk II</td>
<td>$22.51</td>
</tr>
<tr>
<td></td>
<td>Clerk III</td>
<td>$23.66</td>
</tr>
<tr>
<td></td>
<td>Customer Service Assistant 1</td>
<td>$26.41</td>
</tr>
<tr>
<td></td>
<td>Data Entry Operator II</td>
<td>$25.10</td>
</tr>
<tr>
<td></td>
<td>Data Entry Operator III</td>
<td>$26.63</td>
</tr>
<tr>
<td></td>
<td>Executive Secretary 1</td>
<td>$30.06</td>
</tr>
<tr>
<td></td>
<td>Legal Secretary</td>
<td>$27.39</td>
</tr>
<tr>
<td></td>
<td>Mail Clerk Messenger</td>
<td>$23.06</td>
</tr>
<tr>
<td></td>
<td>Secretary I</td>
<td>$26.80</td>
</tr>
<tr>
<td></td>
<td>Secretary II</td>
<td>$30.44</td>
</tr>
<tr>
<td></td>
<td>Secretary III</td>
<td>$34.17</td>
</tr>
<tr>
<td></td>
<td>Switchboard Operator</td>
<td>$22.50</td>
</tr>
<tr>
<td></td>
<td>Word Processing Specialist I</td>
<td>$24.88</td>
</tr>
<tr>
<td></td>
<td>Word Processor Specialist II</td>
<td>$26.33</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category 736 2</th>
<th>Occupation Title</th>
<th>Total GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Computer Operator III</td>
<td>$28.12</td>
</tr>
</tbody>
</table>
### General Services & Support Occupations

<table>
<thead>
<tr>
<th>Category 736 3</th>
<th>Occupation Title</th>
<th>Total GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Custodial Worker</td>
<td>$22.40</td>
</tr>
<tr>
<td></td>
<td>Laborer</td>
<td>$22.54</td>
</tr>
<tr>
<td></td>
<td>Laborer, Grounds Maintenance</td>
<td>$23.42</td>
</tr>
<tr>
<td></td>
<td>Maintenance Repair Worker 2</td>
<td>$26.55</td>
</tr>
<tr>
<td></td>
<td>Maintenance Repair Worker 3</td>
<td>$28.54</td>
</tr>
</tbody>
</table>

### Technical and Professional Occupations

<table>
<thead>
<tr>
<th>Category 736 5</th>
<th>Occupation Title</th>
<th>Total GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Accountant</td>
<td>$35.16</td>
</tr>
<tr>
<td></td>
<td>Paralegal/Legal Assistant I</td>
<td>$27.11</td>
</tr>
<tr>
<td></td>
<td>Paralegal/Legal Assistant II</td>
<td>$29.42</td>
</tr>
<tr>
<td></td>
<td>Medical Review Nurse</td>
<td>$48.68</td>
</tr>
<tr>
<td></td>
<td>Medical Quality Improvement Analyst</td>
<td>$73.65</td>
</tr>
<tr>
<td></td>
<td>Accounts Payable Supervisor</td>
<td>$36.56</td>
</tr>
<tr>
<td></td>
<td>Business Analyst I</td>
<td>$43.46</td>
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<tr>
<td></td>
<td>Business Analyst II</td>
<td>$51.51</td>
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<tr>
<td></td>
<td>Financial Analyst</td>
<td>$43.07</td>
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<tr>
<td></td>
<td>Payroll Administrator</td>
<td>$30.27</td>
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<tr>
<td></td>
<td>Staff Accountant</td>
<td>$41.94</td>
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<tr>
<td></td>
<td>Project Manager</td>
<td>$85.06</td>
</tr>
<tr>
<td></td>
<td>Underwriter</td>
<td>$31.46</td>
</tr>
</tbody>
</table>

**Please Note**

If work is performed in an area with lower SCA rates than the stated preponderance of work location, resulting in lower prices for that task, order will be discounted accordingly.
SCA Directory of Occupations

Occupation Descriptions by Special Item Number (SIN)
(N = Non-Professional Position  P = Professional Position)

<table>
<thead>
<tr>
<th>SIN 736 1 Administrative Support &amp; Clerical Occupations</th>
</tr>
</thead>
</table>
| **Account Clerk I (N)**

Posts variety of accounting transactions to ledgers, journals or cash books manually, electronically or mechanically (e.g., posting or accounting machine or data entry into computer) & makes necessary mathematical computations for posting & maintenance of records. Reviews, codes & processes invoices, receipts, vouchers or other accounting documents (e.g., checks for mathematical accuracy, appropriate signatures, correct identification numbers & pertinent dates; checks & assigns appropriate program/activity codes; separates colored copies of accounting documents, sorts alphabetically, by date or by document title). Files cards, invoices & vouchers; types & proofreads correspondence, statements & forms; orders & distributes office supplies; answers telephone inquiries; sorts & disperses mail; performs variety of clerical tasks related to account clerk activities.

Compiles & types variety of financial reports (e.g., weekly & annual reports on cash, budget, accounts receivable, accounts payable). Assists in checking purchase orders, payrolls, time sheets, time cards, vendor checks, budgets & other accounting records & documents.

Knowledge of bookkeeping; agency & state bookkeeping policies & procedures; office practices & procedures; addition, subtraction, multiplication, division, fractions, percentages & decimals. Skill in operation of adding machine or calculator; operation of posting or accounting machine & automated computerized equipment. Ability to understand bookkeeping procedures; maintain accurate records; gather, collate & classify information about data, people or things; answer routine telephone inquiries.

1 course or 3 mos. exp. in high school accounting or in accounting for bookkeepers offered by college; 1 course or 3 mos. exp. in operation of adding machine & calculator. Or equivalent of Minimum Class Qualifications for Employment noted above.

**Account Clerk II (N)**

Analyzes & processes expense reports, invoices, vouchers & other related materials, determines accuracy & validity & prepares vouchers, invoices & remittances for receipt & disbursement of funds (e.g., verifies mathematical accuracy, quantity of goods purchased & received, purchase price, applicable discounts & freight charges; reconciles discrepancies; verifies appropriation sources; matches invoices to delivery receipts & purchase orders; places invoices in recaps, determining total amount of recap & voucher numbers; verifies accuracy of money remitted against serial numbers of licenses sold on consignment) & prepares agency, institution or district bi-weekly payroll for submission to Auditor of State & Department of Administrative Services, Payroll Processing (e.g., verifies employees’ bi-weekly payroll, sick, vacation, personal leave or leave...
without pay; calculates adjustments regarding reclassification, promotion, demotion, longevity, step increases, tax withholding, health care, retirement; calculates & updates employee service time; verifies & computes retroactive pay due to court decisions, errors in prior payrolls or legislation) &/or prepares purchase orders & encumbrances &/or handles inventory control & asset depreciation; or act as county/yard timekeeper (e.g., processes activity reports, payroll, overtime rosters, inventory, equipment usage & related records which detail operational activities for assigned county or yard), completes hardcopy &/or operates personal computer/video display terminal to compile &/or generate reports for use in management of county/yard operations (e.g., safety, activity, fuel, equipment maintenance, daily road condition & budget reports; purchase order balances; daily salt, grit & calcium chloride balance; computer report generation).

Posts, updates & balances ledgers & journals for internal accounts (e.g., posts purchase orders, encumbrance documents, transfers, cancellations & vouchers payable; posts receipt of various types of funds such as general revenue appropriations, rotary funds or grants; balances accounts on daily/weekly/monthly basis; reconciles internal accounts with auditor & state accounting); verifies actual inventory against auditing report & identifies any discrepancies; assists in training of lower-level account clerks.

Completes forms which report inventory levels (e.g., plant haul, receiving-tickets, transfer tickets & materials used forms; orders office supplies; notifies supervisor of low inventory level), verifies materials/parts against activity report & performs physical inventory; gathers & compiles material for financial reports; prepares biweekly, monthly, quarterly &/or annual reports on accounts maintained.

Performs variety of related clerical tasks (e.g., opens & sorts mail; composes & edits correspondence relative to assigned work; maintains files; operates equipment to generate typed reports & correspondence; answers telephone inquiries; greets customers; responds to or refers complaints; answers general inquiries within established guidelines); operates two-way radio & maintains log of all radio calls; forwards emergency calls from state & local authorities (e.g., accidents, debris, fallen trees, hazardous spills) to appropriate personnel; dispatches crews during emergency situations as directed by supervisor; attends training.

Knowledge of bookkeeping; agency & state bookkeeping policies & procedures; office practices & procedures; addition, subtraction, multiplication, division, fractions, percentages & decimals; inventory control. Skill in operation of adding machine, calculator &/or video display terminal or other automated computerized equipment (e.g., personal computer); operation of two-way radio. Ability to prepare & maintain meaningful, concise & accurate reports; deal with variety of variables in somewhat familiar context; gather, collate & classify information about data, people or things; answer routine inquiries; work alone on most tasks.

2 courses or 6 mos. exp. in high school accounting or in accounting for bookkeepers offered by college; 1 course or 3 mos. exp. in operation of adding machine & calculator; 6 mos. additional exp. in bookkeeping. Or 10 mos. exp. as Account Clerk 1.
Account Clerk III (N)
Keeps most complex budget accounts & auxiliary records & performs all necessary computations (e.g., third party reimbursements, federal grants, draw-downs, capital improvements, operational accounts).
Analyzes accounts, expenditures & financial reports for purposes of determining preliminary budget projections; analyzes accounts to assign credit available for consignment of forms; analyzes separate accounts for account balance; account consistency & account impact on total system balance.
Maintains general books of accounts; assists in maintaining general ledgers & in preparing financial statements & reports. Provides training & guidance to new account clerks in maintenance of accounts, preparation of payrolls, invoices, vouchers & related documents; performs variety of clerical functions associated with account clerk activities.

Knowledge of bookkeeping; agency & state bookkeeping system, office practices & procedures; addition, subtraction, multiplication, division, fractions, percentages & decimals; supervisory principles/techniques. Skill in operation of adding machine or calculator or other electronic computerized equipment. Ability to define problems, collect data, establish facts & draw valid conclusions; understand bookkeeping procedures & apply principles to solve practical problems; prepare meaningful, concise & accurate reports.

2 courses or 6 mos. exp. in high school accounting or in accounting for bookkeepers offered by college; 1 course or 3 mos. exp. in operation of adding machine & calculator; 12 mos. additional exp. in bookkeeping. Or 18 mos. exp. as Account Clerk 2.

Administrative Assistant I (N)
Assists administrator in program direction, researches & analyzes materials, information & programs, provides technical information & advice to administrators in decision making, makes recommendations & assists in developing new procedures & programs, serves as a liaison between administrator & subordinates, transmits decisions & directives, represents administrator at meetings & conferences, assumes responsibility & authority in administrator’s absence. Manages business functions of administrator’s office; prepares & monitors budgets; prepares payroll; processes bills for payment; purchases supplies & equipment; keeps fiscal & personnel records; interviews prospective employees.
Performs public relations duties; researches & responds to inquiries & complaints; furnishes information & explains programs to public; works on special assignments & projects as directed; prepares reports, publications, memos & presentations for dissemination outside work unit.

Knowledge of agency policies & procedures regarding area assigned*; office practices & procedures*; government structure & process*; public relations; budgeting; supervisory principles/techniques*; office management. Ability to gather, collate & classify information according to established methods; cooperate with co-workers on group projects; prepare & delivery speeches; write directives, memos & other publications; define
problems, collect data, establish facts & draw valid conclusions; interview job applicants to determine work best suited for them; handle sensitive contacts with public & other work units.

Completion of associate core coursework in business administration, management science or public administration. Or 12 mos. training or 12 mos. exp. in areas cited previously.

Administrative Secretary (N)
Performs complex secretarial duties; transcribes dictation; types variety of complex & confidential materials; maintains administrator’s appointment schedule; makes travel arrangements; establishes & maintains recordkeeping system. Researches & analyzes materials, information & programs; prepares reports & provides information to aid administrator in decision making & to assist with development of new procedures & programs; serves as liaison between administrator & other agencies, general public & staff; transmits decisions & directives & provides information; represents administrator at meetings & conferences. Manages business functions of administrator’s office; maintains fiscal records & prepares reports; purchases supplies & equipment & processes bills for payment. Works on special assignments & projects as directed; performs clerical tasks (e.g., receives, opens, logs, distributes incoming mail; answers phone & screen calls; greets & directs visitors; photocopies; faxes; prepares materials for mailing); prepares routine forms.

Knowledge of English, grammar & composition; administrative practices & procedures*; office practices & procedures; government structure & process; public relations; budgeting; agency regulations, policies & procedures*. Skill to operate dictation/transcription equipment; typewriter &/or word processing equipment. Ability to deal with problems, involving several variables in somewhat unfamiliar context; apply principles to solve practical, everyday problems; write routine business letters & records; gather, collate & classify information about data, people, or things; move fingers easily to perform manual functions repeatedly; assess questions & provide appropriate information or referral.

10 courses in secretarial science or its equivalent or 1 year experience; 300 hours training in public relations or 3 months experience; typing skills of 60 words per minute.

Benefits Support Assistant (N)
The Benefit Support Assistant position is an administrative position within the Benefits Department. The position consists of the following job duties: Faxing, scanning, and copying documents; Scanning open enrollment documents; Assisting employees with online health benefits enrollment process; Answering phones and transferring phone calls to the appropriate staff member; Taking and distributing accurate messages; Receiving, sorting, and distributing incoming mail; Typing documents, reports, and correspondence; Filing documents as requested; Assisting with the day-to-day efficient operations of the Benefits Department; Special projects as requested. Requires a high school diploma or equivalent; associates preferred, plus 1-3 years of experience in an administrative role.
Clerk I (N)
Performs basic, repetitive clerical tasks (i.e., incumbents are not free to make work procedural decisions) (e.g., picks up, opens, stamps, sorts, distributes &/or sends out mail; counts, alphabetizes, separates, collates, codes, sorts, logs, staples &/or stuffs mail; forms, correspondence &/or filed information; files correspondence, reports, records, cards, documents or other materials; retrieves files for requested information or materials; makes minor additions, deletions & adjustments to filed information or other materials; picks up & distributes materials; hand addresses mail; answers telephone & takes messages or refers calls; photocopies; greets visitors).
Performs other related duties (e.g., types various materials, operates video display terminal to enter & retrieve data, operates word processing equipment &/or personal computer).

Knowledge of office practices & procedures*; addition & subtraction; public relations*. Ability to deal with problems involving few variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; sort mail; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another; move limbs/fingers easily to perform manual functions; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

Formal education in arithmetic that includes addition & subtraction & in reading, writing & speaking common English vocabulary.

Clerk II (N)
Performs general clerical tasks (i.e., incumbents are free to make some work procedural decisions which do not contravene policies) (e.g., processes financial &/or budgetary statements, purchase orders &/or billings; logs, checks &/or computes totals &/or makes changes in filed data by adding, adjusting &/or deleting materials, researches files for data or information requested; makes corrections to filed data; logs & codes data; maintains files by purging, consolidating or creating files; provides preliminary contact with public; provides information; completes routine forms; maintains accurate records). Performs basic clerical tasks (e.g., picks up, opens, stamps, sorts, distributes &/or sends out mail; does copy work; counts, alphabetizes, separates, collates, codes, sorts & distributes materials; photocopies; greets visitors, answers telephone, takes messages &/or refers calls).
Performs other related duties (e.g., types various materials, operates video display terminal to enter & retrieve data, operates word processing equipment &/or personal computer).

Knowledge of agency regulations, policies & procedures*; addition, subtraction, multiplication & division; office practices & procedures; public relations. Skill in use of calculator &/or adding machine*. Ability to deal with problems involving several variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another;
check pairs of items that are similar or dissimilar; sort mail; move limbs/fingers easily to perform manual functions repeatedly; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

Formal education in arithmetic that includes addition, subtraction, multiplication & division & in reading, writing & speaking common English vocabulary; 4 mos. training. or 4 mos. exp. in office practices & procedures; 3 mod. training or 3 mos. exp. in public relations.

Clerk III (N)
Performs specialized clerical tasks (i.e., requiring use of multiple computations, cross referencing data & variety of other procedures) (e.g., searches records, gathers & organizes data, information & summarizes in preliminary reports; reviews payrolls; checks accuracy, clarifies, discrepancies & certifies final data; mathematically checks tax returns; checks time data &/or equipment & material used; prepares files for legal or medical action & compiles information for use by professionals in preparing reports of legal or medical action; answers telephone, screens calls, provides information; assists public to complete forms). Manages office records &/or files (e.g., sets up, maintains, verifies, records information into individual files). Performs general clerical tasks (e.g., orders & inventories supplies; files; greets visitors; photocopies; completes routine forms; maintains accurate records). Performs other related duties (i.e., types various materials, operates video display terminal to enter & retrieve data, operates word processing equipment &/or personal computer).

Knowledge of agency regulations, policies & procedures*; public relations; office practices & procedures; employee training & development*; addition, subtraction, multiplication, division, fractions, percentages & decimals. Skill in use of calculator &/or adding machine*. Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; gather, collate & classify information about data, people or things; move fingers easily to perform manual functions repeatedly; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, percentages & decimals & in reading, writing & speaking common English vocabulary; 8 mos. training. or 8 mos. exp. in office practices & procedures; 4 mos. training. or 4 mos. exp. in using calculator &/or adding machine; 3 mos. training. or 3 mos. exp. in public relations.

Customer Service Assistant I (N)
Provide basic/routine information to & resolve basic/routine complaints from internal & external customers in response to inquiries, requests &/or complaints received in writing &/or by telephone, teletype, e-mail, in person, &/or other means of communication as front/main desk receptionist for assigned agency or subdivision thereof where the office staff spend majority of their time in field/away from their desk (e.g., answers telephone &/or voice mail, takes messages/refers calls; greets, directs &/or registers customers; furnishes printed materials;
stocks reception area with informational materials/forms pertinent to assigned office/department; provides general information concerning agency/sub-division operations/services; mails out informational packages; Operates personal computer &/or computer terminal to enter, update, correct, delete or send data, retrieve/look-up data to verify/give out information or give status of file/case, or schedule & re-schedule rooms, appointments, hearings, meetings, medical examinations, or inspections, register customers, log & track calls, &/or other information (e.g., movement of file; status of appeal; outcome of appeal; all materials received relative to appeal) &/or compose &/or generate reports & correspondence.

Knowledge of office practices & procedures; public relations; federal &/or state laws, rules, policies &/or procedures applicable to inquiries, complaints &/or transactions being processed; typing/keyboarding. Skill in operation of office equipment (e.g., multi-line or single line telephone, photocopier, facsimile machines, teletype, cash register/cash counter, adding machine); operation of personal computer or computer terminal. Ability to apply applicable laws, rules, policies & procedures to respond to inquiries, requests &/or complaints &/or process transactions involving several variables within familiar context; handle routine contacts in writing &/or by telephone, teletype, e-mail, in-person &/or other means of communication with variety of internal & external customers, some of whom may be irate; collate & classify information about data, people or things; prepare &/or maintain accurate records & reports; work alone on most tasks.

3 mos. training. or 3 mos. exp. in office practices & procedures; 1 course or 3 mos. exp. in public relations or customer service to include techniques for dealing with difficult people; 1 course or 3 mos. exp. in typing, keyboarding, data entry or word processing; 1 course or 3 mos. exp. in operation of personal computer.

**Data Entry Operator II (N)**
Operators data entry or data verification equipment to check for accuracy & sufficiency of data & makes corrections or adjustments as needed. Operates keyboard on data entry equipment (e.g., key to disk, tape or card, video display terminal), operates electric typewriter. Performs clerical tasks related to data processing (e.g., proofreads, files, distributes & mails output, codes & totals data, maintains entry logs, sorts & files).

Knowledge of addition, subtraction, multiplication & division; office practices & procedures. Skill in operation of data entry equipment, operation of peripheral machines (e.g., scanner, printer); data verification equipment. Ability to proofread material, recognize errors & make corrections; read, copy & record figures; check pairs of items that are similar or dissimilar; move limbs, fingers easily to perform manual functions repeatedly.

Formal education in arithmetic that includes addition, subtraction, multiplication & division & in reading, writing & speaking common English vocabulary; 6 mos. training. or 6 mos. exp. in use of data entry equipment.
Data Entry Operator III (N)
Acts as lead worker (i.e., trains & provides work direction on daily basis) over lower-level data entry operators, reports unit status & informs & updates workers & agencies served. Operates keyboard on data entry equipment (e.g., key to disk, tape or card, video display terminal), operates electric typewriter. Operates data entry or data verification equipment to check for accuracy & sufficiency of data & makes corrections or adjustments as needed. Monitors & performs related clerical tasks (e.g., logs, operates computer related or peripheral machines, copies, edits, sorts & codes information, assists with machine maintenance, distributes & mails output.

Knowledge of employee training & development; office management, addition, subtraction, multiplication & division. Skill in operation of data entry & verification equipment; operation of peripheral machines (e.g., scanner, printer). Ability to proofread material, recognize errors & make corrections; check pairs of items that are similar or dissimilar; move limbs, fingers easily to perform manual functions repeatedly.

12 mos. training. or 12 mos. exp. in use of data entry & verification equipment; formal education in arithmetic that includes addition, subtraction, multiplication & division & in reading, writing & speaking common English vocabulary.

Executive Secretary I (N)
Performs non-routine administrative tasks (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, prepare correspondence &/or reports or to carry out other assignments) (e.g., responds to correspondence; reviews & summarizes fiscal &/or operational &/or personnel reports; represents supervisor at meetings or conferences with other agencies; researches & prepares data for budget inclusion; assists in writing budget justification; monitors spending & maintains fiscal records; performs personnel functions such as screening job applicants in face to face interviews; communicates decisions, directives &/or assignments to appropriate staff; represents division or agency on inter-divisional task forces or committees; reviews & summarizes reports on operations &/or fiscal &/or personnel activities; organizes conferences; coordinates acquisition & maintenance of office machines such as telephones &/or copier &/or telecopier &/or computers &/or typing equipment). Performs secretarial tasks (e.g., prepares confidential correspondence &/or reports; maintains confidential files; maintains calendar &/or makes travel arrangements for supervisor; takes & transcribes dictation &/or minutes of meetings; prepares payroll reports &/or timesheets); handles sensitive telephone calls; channels calls to appropriate parties for response.
Performs clerical tasks (e.g., receives, opens, logs, distributes incoming mail; answers phone & screens calls; greets & directs visitors; maintains inventory of general office supplies & orders as needed; maintains files & retrieves information); prepares routine forms; prepares records retention & disposal schedules & arranges record transfers.

Knowledge of English grammar & composition; administrative practices & procedures*, office policies & procedures; departmental/agency regulations, policies & procedures*. Skill to operate dictation/transcription
equipment; typewriter &/or word processing equipment. Ability to deal with problems involving several variables in somewhat unfamiliar context; write routine business letters, evaluations & records; gather, collate & classify information about data, people or things; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral.

3 yrs. training, or 3yrs. exp. in secretarial science including operation of typewriter or word processing equipment. For positions requiring manual dictation, applicants must also have training, or exp. in speedwriting or shorthand which results in speed of 100 words per minute.

**Legal Secretary (N)**
Operates memory typewriter &/or word processing equipment (i.e., WANG 4230 or equivalent) to produce accurate finished product from rough written copy, dictation (i.e., by machine or shorthand), or oral/tape machine instructions involving briefs, depositions, legal memoranda, correspondence, reports or other confidential material, requiring knowledge of legal terminology, composes or independently answers correspondence, corrects & may sign correspondence & proofs all correspondence/materials produced prior to submission to attorney; learns & is then responsible for all case docketing functions (i.e., including preparation of case entry initiation forms & then must prepare all standard legal documents (i.e., briefs for courts, prepares all appropriate tables, appendices & certificates of service) & ascertains appropriate court filing requirements for all legal documents.
Relieves supervisor of some administrative tasks (e.g., assists in setting up office procedures; does research; gathers statistics, prepares reports; sets up & maintains confidential files; acts as liaison between attorneys & clients or other offices; coordinates details of meetings; maintains office functions in absence of administrative secretary). Screens calls & visitors for attorneys & other personnel; greets visitors; conducts tours; provides information; manages attorneys’ appointments & travel schedules; makes travel & lodging arrangements; prepares travel expense reports; sets up meetings, prepares agendas & notifies participants; arranges conferences & speaking engagements. Assigns, trains, coordinates & schedules work of support staff when assigned subordinate personnel in absence of regular supervisor or if there is no administrative secretary on staff. Monitors &/or performs typing & clerical tasks of general or routine nature for section &/or other sections (e.g., types routine correspondence, memos & forms; maintains & searches files); responsible for completion of all photo static copy work (i.e., personally copies work using photo static equipment & prepares printing orders as required by immediate supervisor, delivers & picks up from copy center); inventories, orders, distributes & accounts for use of office supplies; receives, reads, sorts, logs & distributes correspondence; acts as receptionist, answers telephones; takes dictation of routine nature; picks up & delivers filings, legal documents, office correspondence for section & office.

Knowledge of legal secretarial & office practices & procedures to include legal terminology, office management*, legal docketing & formats for all legal documents*; public relations. Skill in typing; operation of WANG 4230 or equivalent*; dictation by machine or shorthand; use of general office machines. Ability to deal with problems involving several variables in familiar context; transcribe dictation; write business letters reflecting standard office
procedures; proofread materials, recognize & make corrections; cooperate with coworkers on group projects; calculate fractions, decimals & percentages; gather, collate & classify information about data, people & things according to established methods; handle contacts with &/or resolve complaints from public & government &/or business officials.

**Mail Clerk/Messenger (N)**
Operates postage machines (e.g., postage scale, meter machine, inserter, opener) to process incoming &/or outgoing mail (e.g., sorts date & time stamps; opens, bundles; addresses; completes required documentation associated with special mail handling such as certified return receipts or receipts for insurance; ensures prompt handling of time sensitive documents that could have impact on revenue collection or legal notifications or delivery of checks or warrants) & delivers to appropriate office &/or picks up mail, parcels &/or messages. Loads & unloads trucks &/or distributes contents to various offices/sections; prepares UPS or express letters or packages; maintains records of postage used &/or volume of mail; stuffs envelopes; inventories &/or distributes supplies; labels, folds &/or staples materials; photocopies materials; delivers &/or picks up documents, packages & materials; makes service calls &/or assists in repair &/or maintenance of machines. Answers inquiries from other employees & general public regarding U.S. Postal regulations; explains postal procedures & requirements for insured, certified, foreign & other postal options; explains differences in postal rates & classes of mail (e.g., 1st class, 4th class, flat mail, presort); tracks lost or misdirected mail for agency staff.

Knowledge of agency & federal postal regulations & procedures. Skill in operation of postage equipment. Ability to sort items into categories according to established methods; understand mail room procedures; add, subtract, multiply & divide whole numbers; read common English vocabulary; complete routine forms or records; answer routine inquiries from co-workers & general public; stand, walk or bend continuously; lift up to 40 lbs.

Formal education in arithmetic that includes addition, subtraction, multiplication, division & reading common English vocabulary; valid driver’s license if position requires operation of vehicle to pick up or deliver mail.

**Secretary I (N)**
Provides secretarial assistance through routine administrative tasks (i.e., independently provides explanation, orally &/or in writing, of services or activities of assigned area, but does not include formulating interpretation of policies & procedures as they would apply in given situation) (e.g., drafts & may sign simple correspondence; researches responses to inquiries; compiles data; prepares reports, gathers statistics & may compile in report form; performs research & writes reports to present straightforward information; sets up office procedures; coordinates daily work flow of office; revises content of manuals & notebooks; requisitions equipment & supplies through either agency purchasing agent or direct contact with established vendors for low cost items that are used repetitively; screens problems & obtains files & records to support same for referral & may resolve only those which do not involve interpretation or judgment of applicability of policies & procedures.
Knowledge of English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; administrative practices & procedures; general office practices & procedures; agency-specific office practices & procedures. Skill in operation of office machines (e.g., transcribing equipment, calculators, typewriter &/or word processors). Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral.

1 yr. training. or 1 yr. exp. in secretarial science including operation of typewriter or word processing equipment. For positions requiring manual dictation, applicants must also have 6 mos. training. or 6 mos. in speedwriting or shorthand. For positions requiring technical terminology, applicants must also have 6 mos. training. or 6 mos. exp. in relevant technical terminology.

Secretary II (N)
Handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name. Schedule tentative appointments without prior clearance. Make arrangements for conferences and meetings and assemble established background materials as directed. May attend meetings and record and report on the proceedings. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed. Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

Secretary III (N)
Uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval. Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered. Read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff. Prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions.
Advise secretaries in subordinate offices on new procedures; request information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs. Determines when new procedures are needed for changing situations and devises and implements alternatives; revising or clarifying procedures to eliminate conflict or duplication; identifying and resolving various problems that affect the orderly flow of work in transactions with parties outside the organization. Preparing agenda for conferences; explain discussion topics to participants; drafts introductions and develops background information and prepares outlines for executive or staff member(s) to use in writing speeches. Advises individuals outside the organization on the executive’s views on major policies or current issues facing the organization; contacts or responds to contact from high-ranking outside officials (e.g., city or state officials, members of congress, presidents of national unions or large national or international firms, etc.) in unique situations. These officials may be relatively inaccessible, and each contact typically must be handled differently, using judgment and discretion.

**Switchboard Operator (N)**

Operates communication systems, such as telephone, switchboard, intercom, two-way radio, or public address. Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary. Route emergency calls appropriately. Page individuals to inform them of telephone calls, using paging and interoffice communication equipment. Relay and route verbal and written messages. Place telephone calls and arrange conference calls as instructed. Performs clerical duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail. Keeps records of calls placed and charges incurred. May include monitoring alarm systems in order to ensure that secure conditions are maintained. Receives and routes calls on multi-line system, takes messages. Greets visitors and public. Type, sorts, routes and distributes outside and intra-office mail.

Proficient in switchboard system, electric typewriter. Must type at least 45+ w.p.m. Knowledgeable of common English grammar. Six months experience in an associated business environment.

**Word Processing Specialist I (N)**

Operates word processing equipment & software to produce basic material (i.e., simple, repetitive data which does not involve establishment of document formats or correction of punctuation or grammar) (e.g., completes forms, types lists or address labels) &/or routine material (i.e., documents requiring formatting & correction of punctuation & grammar) (e.g., correspondence, minutes of meetings, newsletters, short reports, articles) from written copy, confidential notes or transcribed from Dictaphone, enters on word processing equipment to create, revise or delete document formats, backs up data to disc or tape for future retention, ensures directory &/or subdirectory file maintenance, proofreads final material for accuracy & completeness & batches or prioritizes incoming work. Performs clerical duties (e.g., acts as receptionist, answers telephone, screens or refers calls & takes messages, sorts & distributes mail, updates & maintains filing system, operates photocopier & calculator &/or adding machine, maintains record of completed work &/or miscellaneous logs, orders & distributes office
supplies, sorts &/or batches incoming work); operates typewriter to produce correspondence, simple reports, forms, lists &/or labels; ensures proper maintenance of word processing equipment.

Knowledge of word processing techniques & procedures; office practices & procedures; fractions & percentages. Skill in operating word processing equipment; operating typewriter keyboard; operating Dictaphone/transcriber. Ability to interpret variety of instructions in written, oral, picture or schedule form; copy material accurately & recognize grammatical & spelling errors; sort items into categories according to established methods; handle routine telephone &/or face to face contacts.

1 course or 3 mos. exp. in using word processing equipment & related software; 3 mos. training or 3 mos. exp. In office practices & procedures; formal education in arithmetic that includes fractions & percentages & in reading, writing & speaking common English vocabulary.

Word Processing Specialist II (N)
Operates word processing equipment & software to produce basic material (i.e., simple, repetitive data which does not involve establishment of document formats or correction of punctuation or grammar) (e.g., completes forms, types lists or address labels) &/or routine material (i.e., documents requiring formatting & correction of punctuation & grammar) (e.g., correspondence, minutes of meetings, newsletters, short reports, articles) from written copy, confidential notes or transcribed from Dictaphone, enters on word processing equipment to create, revise or delete document formats, backs up data to disc or tape for future retention, ensures directory &/or subdirectory file maintenance, proofreads final material for accuracy & completeness & batches or prioritizes incoming work. Performs clerical duties (e.g., acts as receptionist, answers telephone, screens or refers calls & takes messages, sorts & distributes mail, updates & maintains filing system, operates photocopier & calculator &/or adding machine, maintains record of completed work &/or miscellaneous logs, orders & distributes office supplies, sorts &/or batches incoming work); operates typewriter to produce correspondence, simple reports, forms, lists &/or labels; ensures proper maintenance of word processing equipment.

Knowledge of word processing techniques & procedures; office practices & procedures; fractions & percentages. Skill in operating word processing equipment; operating typewriter keyboard; operating Dictaphone/transcriber. Ability to interpret variety of instructions in written, oral, picture or schedule form; copy material accurately & recognize grammatical & spelling errors; sort items into categories according to established methods; handle routine telephone &/or face to face contacts.

9 mos. training. or 9 mos. exp. in using word processing equipment & related software; 3 mos. training. or 3 mos. exp. In transcription; 9 mos. training. or 9 mos. exp. in office practices & procedures; 1 course or 3 mos. exp. in the appropriate technical terminology; formal education in arithmetic that includes fractions & percentages & in alphabetizing, English grammar, punctuation & editing of common English vocabulary.
SIN 736-2 Automatic Data Processing Occupations

Computer Operator III (N)
The Computer Operator III processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, this worker 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, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level.
SIN 736-3 General Services & Support

Custodial Worker (N)
Cleans & maintains living facilities, dining areas, rest rooms &/or offices (e.g., dusts, mops, sweeps, buffs & waxes floors; scrubs sinks, toilets, countertops, walls & ceilings; dusts & cleans furniture & equipment; empties trash; washes windows; polishes mirrors & glass; vacuums & shampoos carpet; replenishes soap, paper towels & toilet paper. Performs miscellaneous related duties (e.g., removes snow &/or ice from sidewalk; removes litter from grounds; replaces light bulbs; orders &/or stocks supplies; secures doors &/or windows; moves furniture; sorts &/or washes linens).

Knowledge of cleaning practices & procedures, addition & subtraction. Skill in operating cleaning equipment & tools. Ability to carry out simple instructions; recognize safety warnings; stand, walk or bend continuously; lift up to 50 lbs. frequently. Formal education in arithmetic that includes addition & subtraction & in reading & speaking common English vocabulary.

Laborer (N)
Performs general labor outdoors (e.g., shovels snow; loads & unloads trucks; mows grass; cuts weeds; hauls trash; repairs fences; digs holes & ditches; cleans beach houses & outside restrooms).
Performs general labor outdoors (e.g., shovels coal & pulls ashes; moves furniture, sets up chairs, tables, stages & platforms; sorts, stacks & puts merchandise away; cleans & dusts stock room); performs custodial duties such as sweeping; mopping & waxing floors & cleaning windows & walls.

Skill in general maintenance & manual labor procedures & use of associated tools &/or equipment. Ability to carry out simple instructions; follow basic oral instructions; cooperate with co-workers on group projects; physically perform manual labor & lift 100 pounds. Formal education in arithmetic that includes addition, subtraction, multiplication & division.

Laborer, Grounds Maintenance (N)
Responsible for the cultivation and care of the landscaping and grounds surrounding a business or building. Plants flowers, mows, pulls weeds, repairs structures, and maintains outside of building. Perform grounds keeping and building maintenance duties. Mow lawn either by hand or using a riding lawnmower. Cut lawn using hand, power or riding mower and trim and edge around walks, flower beds, and walls. Landscape by planting flowers, grass, shrubs, and bushes. Apply pesticide to rid grounds of pests such as mosquitos, wasps, ticks, and others. Apply fertilizer to ground to enhance growth. Shovel snow from walkways and sprinkle ice down to keep people from falling. Perform routine maintenance duties such as applying plaster, fixing fountains, and other duties. Sweep walkway of debris. Cut down tree limbs that are posing a danger. Trim shrubs and pull weeds. Perform minor repairs and maintenance procedures on equipment utilized in grounds keeping. Install lawn furniture.
Rake, mulch, and prune the grounds as needed. Install rock, cement, lighting, water, and furniture. Water plants and grass as needed and apply fertilizer.

**Maintenance Repair Worker II (N)**
Performs skilled & semi-skilled maintenance, replacement, minor installation & repair of plumbing equipment (e.g., water & steam lines, sewer pipes, trap fittings, plumbing fixtures, pumps, regulators, valves, faucets, toilets, sinks, bathtubs, heating & air conditioning, piping, drinking fountains).
Performs skilled & semi-skilled maintenance, replacement, minor installation & repair of electrical equipment (e.g., light fixtures, electrical outlets, switches, motors, appliances, electrical circuits, emergency generator, fire alarms, intercoms, autoclaves, incubators, meters, fans, radios, televisions, and meters). Performs carpentry work involving skilled & semi-skilled maintenance, alteration &/or repair to buildings, equipment & wood structures (e.g., doors, windows, walls, woodwork, floors, partitions, stairways, furniture, door closers); performs spot roof repair & installs security devices, locks & window air conditioners. Assists in painting &/or performs minor painting of fixtures, rooms, buildings, signs & equipment; patches plaster & prepares surfaces for painting; assists in masonry work. Operates machine tools & welding equipment in making repairs to metal parts & equipment; assists in repair & maintenance of interior & exterior maintenance equipment & other specialized equipment (e.g., dental equipment, laboratory equipment); performs minor vehicle repairs & maintenance (e.g., changes oil & filter, checks transmission fluid; tire air pressure). Performs interior custodial duties (e.g., mops, sweeps, waxes floors, washes wall & windows); performs exterior grounds keeping duties; removes snow & ice from sidewalks.

Knowledge of safety practices pertaining to operation of maintenance tools & equipment; safety practices in relation to handling pesticides, acids & petroleum products; addition & subtraction. Skill in building & equipment maintenance & repair (e.g., electrical, plumbing, carpentry, masonry, sheet metal, painting, plastering, steam fitting, refrigeration, heating & use of associated hand &/or power tools & equipment). Ability to apply principles to solve problems involving few variables within familiar context; read & understand simple sentences with common vocabulary; lift 10 to 100 pounds.

**Maintenance Repair Worker III (N)**
Serves as lead worker (e.g., provides work direction, training) over lower-level maintenance repair workers &/or inmates or other assigned staff in performance of semi-skilled & skilled maintenance repair work. Performs semi-skilled & skilled carpentry repairs (e.g., doors, locks, cabinets, chairs, desks, floors, walls, windows, stairways, partitions). Performs semi-skilled & skilled maintenance & repair of equipment (e.g., light fixtures, electrical outlets, switches, motors, appliances, electrical circuits, and electrical components of heating & cooling systems, fans, radios). Performs semi-skilled & skilled repair of plumbing equipment (e.g., water & steam lines, sewer pipes, trap fittings, plumbing fixtures, pumps, regulators, valves, faucets, toilets, sinks, bathtubs, heating & air conditioning). On continuous basis, inspects buildings & equipment for needed repairs or replacements & performs systematic & routine preventive maintenance of assigned area. Operates machine tools & welding equipment in making repairs to metal parts & equipment.
Knowledge of addition & subtraction; safety procedures pertaining to operation of hand & power tools; employee training & development. Skill in building & equipment maintenance & repair (e.g., electrical, plumbing, carpentry, masonry, sheet metal, painting, plastering, steam fitting, refrigeration, heating & use of associated hand & power tools & equipment). Ability to apply procedures to solve problems involving few variables within familiar context; read & understand simple sentences with common vocabulary; cooperate with co-workers on group projects; lift 10 to 100 pounds.
### SIN 736-5 Technical & Professional Occupations

#### Accountant (N)
Prepares, examines and analyzes accounting records and other financial reports to assess accuracy, completeness and conformance to reporting and procedural standards. Activities to include account analysis, reconciliations and assisting with month end close.

Provides financial information to management by researching and analyzing accounting data; preparing reports. Prepares asset, liability, and capital account entries by compiling and analyzing account information. Documents financial transactions by entering account information. Recommends financial actions by analyzing accounting options. Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports. Substantiates financial transactions by auditing documents. Maintains accounting controls by preparing and recommending policies and procedures. Guides accounting clerical staff by coordinating activities and answering questions. Reconciles financial discrepancies by collecting and analyzing account information. Secures financial information by completing data base backups. Maintains financial security by following internal controls. Prepares payments by verifying documentation, and requesting disbursements. Answers accounting procedure questions by researching and interpreting accounting policy and regulations. Complies with federal, state, and local financial legal requirements by studying existing and new legislation, enforcing adherence to requirements, and advising management on needed actions. Prepares special financial reports by collecting, analyzing, and summarizing account information and trends. Maintains customer confidence and protects operations by keeping financial information confidential. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies. Accomplishes the result by performing the duty. Contributes to team effort by accomplishing related results as needed.

#### Accounts Payable Supervisor (P)
Supervise employees performing matching, batching, and coding of payables to include overseeing the cutting of checks. Verifies figures, postings, and documents for correct entry, mathematical accuracy, and proper coding.

Manages AP. Includes, Customer Vendor Relations, and the AP disbursement groups which handles all check disbursements, 1099 and tax related matters for 3 ERP systems. Manages accounting functions including maintenance of general ledger, accounts payable, accounts receivable, and project accounting; ensures accuracy and timeliness. Develops, implements and maintains systems, procedures and policies, including accounts payable functions to ensure adherence to company guidelines. Manages monthly closing of financial records and posting of month end information; ensures accuracy of financial statements. Enters status change information into project accounting software to ensure employee information is accurate and up to date. Provides accounting assistance to project managers and operations staff; responds to financial questions/concerns to meet business needs. Acts as a liaison between the company, government and external accountants to meet information needs and to ensure that proper information is maintained for historical purposes. Selects and hires employees for the...
groups mentioned above. Trains and evaluates employees to enhance their performance, development, and work product. Addresses performance issues and makes recommendations for personnel actions. Motivates and rewards employees including providing salary increases, bonuses and promotions within allocated budgets and company guidelines. Prepares and recommends operating and personnel budgets for approval. Monitors spending for adherence to budget, recommends variances as necessary.

**Business Analyst I (P)**

Performs any one, multiple or all of the following: provides program technical assistance to information technology professionals in developing scope & requirements outlined in system requirements document, &/or in reviewing design documents developed (e.g., general design document; detail design document) by information technology professionals, &/or conducts system tests to ensure expected outcomes, & or assists in data conversion if current system exists, &/or assists in implementation of new system with affected entities, &/or provides help desk customer service for assigned system, & Remains current in changes in program policies pertinent to assigned process automation project. Participates in &/or supplies technical solutions to meet federal requirements (e.g., test deck certification; audit); monitors entities to ensure readiness &/or compliance & assists in preparing corrective action steps; participates in development/revision of program policy & procedures. Performs related duties as assigned (e.g., attends staff meetings, conferences & training; complies & generates narrative & statistical reports &/or presentations; maintains logs & files; responds to inquiries from citizens, federal & state legislators, client advocacy groups & other interested parties); participates on special projects.

Knowledge of human services program delivery pertinent to assigned process automation project; federal &/or state laws, rules, regulations & best practice scenarios for human services program delivery pertinent to assigned process automation project; public speaking; technical writing; interviewing/facilitation; job control language*.

Skill in operation of personal computer & software programs (e.g., paradox; oracle; Quattro pro; word perfect).

Ability to define unusual problems, collect data, establish facts & draw complex/technical conclusions; read & comprehend legislative or policy-related materials; create &/or edit technical/instructional materials to be presented in print or oral form to variety of human services personnel; handle routine & sensitive contacts with governmental &/or business officials; &/or general public; work independently or as part of team.

Completion of undergraduate core coursework or 2 years exp. in social or behavioral science, pre-medicine, business administration, public administration, human services as defined in series purpose, or comparable field (note: this required education and/or experience shall not be applied to satisfy one of the following), operating personal computer & using office system software, that is Microsoft Word, word perfect, paradox, oracle, Quattro pro, excel, power point or lie software package.

**Business Analyst II (P)**

Coordinates efforts to ensure that information systems support departmental objectives and information management needs. Supports efforts to ensure that information systems upholds overall organizational mission.
and objectives. Works closely with departmental customers to conduct business analysis and identify business objectives and requirements. Assists in the development of technology plans and strategies. Coordinates the planning and implementation of systems related projects. Maintains a high level of client satisfaction with Information Services as provided to assigned clients. Bachelor’s degree and five years of position specific subject matter knowledge and/or experience in planning and applying information technology to one or more business functions OR equivalent combination of experience, education, and training.

**Financial Analyst (P)**
Analyzes business operations, trends, costs, revenues, financial commitments and obligations to project future revenues and expenses to provide advice. 1-3 years of experience plus associates or bachelor’s degree in accounting and/or financial planning.

Ability to calculate fractions, decimals & percentages & to read & write common vocabulary & to type 60 wpm plus; 600 hrs. training. in typing & dictation (or 6 mos. exp. performing like duties in private industry or other government offices) or completion of coursework to qualify for diploma in secretarial technology or associate degree in secretarial science or that which must include 600 hrs. of business or office education at high school level or 2 quarters of secretarial training at college level; 1 course in public relations (or 1 mos. exp.); 300 hrs. training. in office machines (or 3 mos. exp.).

**Payroll Administrator (P)**
Performs all activities necessary to process 1 or more payrolls, including maintaining related records, filing tax reports and voluntary deduction reports, processing involuntary deductions such as levies and garnishments, preparing accounting transactions and documents, documenting and updating procedures and preparing special reports for management. Responsible for all payroll and related activities. Typically requires 3 to 5 years of payroll experience and a minimum of an associate’s degree or equivalent training and education beyond high school.

**Staff Accountant (P)**
Prepares financial statements, business activity reports, financial position forecasts, annual budgets and/or reports required by organization. Prepares, examines and analyzes accounting records and other financial reports to assess accuracy, completeness and conformance to reporting and procedural standards to include account analysis, reconciliations and assisting with month end close.

**Paralegal/Legal Assistant I (N)**
The Paralegal/Legal Assistant I works under close supervision with required assistance readily available. Persons in this position typically perform the following: Consult prescribed sources of information for facts relating to matters of interest to the program; Review documents to extract selected data and information relating to specific items; Review and summarize information in prescribed format on case precedent and decisions; Search and extract legal references in libraries and computer-data banks; Attend hearings or court appearances to
become informed on administrative and/or court procedures and the status of cases, and where necessary, assist in the presentation of charts and other visual information.

Paralegal/Legal Assistant II (N)
At this level, the Paralegal/Legal Assistant II 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.

Project Manager (P)
Accomplishes project objectives by planning and evaluating project activities. Accomplishes human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures. Achieves operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change. Meets financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations. Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. Must have skills in: Developing Budgets, Coaching, Supervision, Staffing, Project Management, Management Proficiency, Process Improvement, Tracking Budget Expenses, Self-Development, Planning, Performance Management, Inventory Control, and Verbal Communication. Certification in as a project management professional preferred.

Medical Review Nurse (N)
Evaluate the work and behavior of employees in their departments, whether at a hospital, doctor's office or health care facility. Ensure qualitative requirements are being met as specified by the hospital or state. Educate other nurses on the best practices and implement innovative procedures to improve the quality of work. Create
systems, sometimes using surveys or computer programs, to audit nurse behavior. Managerial role related to the business side of health services than patient care. Licensure as a Registered Nurse (RN) required, Bachelor of Science in Nursing (BSN) or advanced preferred. Must have exceptional writing skills and have ability to analyze medical documents.

**Medical Quality Improvement Analyst (N)**

Develop a CQI plan to address and resolve opportunities to achieve measurable improvement in outcomes of care. Maintain confidential CQI records. Attend monthly CQI meetings on some occasions. Monitor and evaluate healthcare services. Monitor and evaluate utilization of healthcare services. Monitor infection prevention and environmental safety practices and report findings accordingly. Participate in preparing lesson plans for education and training activities for institution staff. Complete Morbidity and Mortality Reviews as assigned. Analyze and trend data related to patient deaths and serve on committees. Review and make recommendations for policies and protocols as requested. Associates or Bachelor’s degree in Nursing plus 5-10 years related experience required.

**Underwriter (P)**

Gather information, evaluate financial situations and make recommendations concerning applications for mortgage loan requests. Make sure all factors meet particular loan guidelines. Make sure that all of the tax, title, insurance and closing documentation is in place. Reviews the appraisal to make sure it is accurate and thorough, so that the home is truly worth at least the purchase price. Has final approval and final responsibility for the loan. Must have an associate or bachelor degree with 3-5 years of experience in mortgage banking, insurance, and/or underwriting.