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: 561320 SBSA - Temporary Staffing (SBSA)

Contract No. GS-07F-0100U

CONTRACT PERIOD: December 15, 2007 through December 14, 2022
Pricelist Current through Modification PO-0041 dated February 9, 2022


CONTRACTOR: Josephine’s Professional Staffing, Inc.
Db: Josephine’s Personnel Services
2158 Ringwood Avenue
San Jose, CA 95131
Phone number: (408) 943-0111
Fax number: (408) 943-9649
E-Mail: josephine@jps-inc.com
Web Site: www.jps-inc.com

CONTRACTOR’S ADMINISTRATION SOURCE: Josephine T. Hughes

BUSINESS SIZE: Small Disadvantaged, Minority, Woman-Owned Business (WOSB), Woman-Owned Business (EDWOSB)
CUSTOMER INFORMATION:

1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>561320SBSA</td>
<td>Temporary Staffing (SBSA)</td>
</tr>
</tbody>
</table>

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** N/A

1c. **HOURLY RATES AND DESCRIPTION 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 by location and labor category. See the Job Descriptions provided after the pricing information.

2. **MAXIMUM ORDER**: $100,000

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

3. **MINIMUM ORDER**: $100 unless the contractor agrees to accept a smaller order amount.

4. **GEOGRAPHIC COVERAGE**:

   All 50 States and Washington, DC.

The majority of our work will continue to take place in our place of performance location in San Jose, California which is covered by and identified as Wage Determination Number 2015-5637 Revision 10 dated July 2, 2018

Service in an area with lower SCA rates, resulting in lower wages being paid, will have the bill rates of that task order discounted accordingly from the awarded pricing rates. Josephine’s Professional Staffing, Inc. shall never offer bill rates to any customer that have been deemed higher than those included on our awarded pricing prior to the request and subsequent award of a modification for the area with the higher pricing.

5. **POINT(S) OF PRODUCTION**: N/A

6. **DISCOUNT FROM LIST PRICES**: N/A

7. **QUANTITY DISCOUNT(S)**: N/A
8. **PROMPT PAYMENT TERMS**: 0.025% 15 days; Net 30.

9.a **GOVERNMENT PURCHASE CARDS ARE ACCEPTED AT OR BELOW THE MICRO-PURCHASE THRESHOLD.**

9.b **GOVERNMENT PURCHASE CARDS ARE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.**

10. **FOREIGN ITEMS**: None

11.a. **TIME OF DELIVERY**: N/A

11.b. **EXPEDITED DELIVERY**: N/A

11.c. **OVERNIGHT AND 2-DAY DELIVERY**: N/A

11.d. **URGENT REQUIREMENTS**: 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.

12. **FOB POINT**: N/A

13.a. **ORDERING ADDRESS**: Same as contractor address. Customer should contact contractor for additional addresses.

14. **PAYMENT ADDRESS**: Same as contractor address.

15. **WARRANTY PROVISION**: N/A

16. **EXPORT PACKING CHARGES**: Not applicable

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE**: None.

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE)**: N/A

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

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

20.a. **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

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

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

25. **DUNS NUMBER:** 789563517

26. **NOTIFICATION REGARDING REGISTRATION IN SAM DATABASE:** Contractor has an Active Registration

<table>
<thead>
<tr>
<th>SIN</th>
<th>Skill Category</th>
<th>GSA RATE FOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>561320SBSA</td>
<td></td>
<td>50 States and Washington, DC</td>
</tr>
<tr>
<td></td>
<td>Court Reporter</td>
<td>$82.11</td>
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<tr>
<td></td>
<td>Data Entry Operator I</td>
<td>$33.09</td>
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<tr>
<td></td>
<td>Data Entry Operator II</td>
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<tr>
<td></td>
<td>Dispatcher, Motor Vehicle</td>
<td>$50.39</td>
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<tr>
<td></td>
<td>Document Preparation Clerk</td>
<td>$31.97</td>
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<td></td>
<td>Duplicating Machine Operator</td>
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<td></td>
<td>General Clerk I</td>
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<td></td>
<td>General Clerk II</td>
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<td>General Clerk III</td>
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<td></td>
<td>Housing Referral Assistant</td>
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<td></td>
<td>Rental Clerk</td>
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<td>Scheduler, Maintenance</td>
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<td></td>
<td>Secretary I</td>
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<td>Service Order Dispatcher</td>
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<td>Computer Operator IV</td>
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<td>Computer Operator V</td>
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<td></td>
<td>Peripheral Equipment Operator</td>
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<td>Position</td>
<td>Salary</td>
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<tr>
<td>Tech Cashier</td>
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<tr>
<td>Desk Clerk</td>
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<td>Recycling Laborer</td>
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<td>Recycling Specialist</td>
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<td>Civil Engineering Technician</td>
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<tr>
<td>Drafter/CAD Operator IV</td>
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<tr>
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<tr>
<td>Engineering Technician II</td>
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<td>Engineering Technician III</td>
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<td>Engineering Technician IV</td>
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<td>Engineering Technician V</td>
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<td>Engineering Technician VI</td>
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<tr>
<td>Environmental Technician</td>
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<tr>
<td>Mathematical Technician</td>
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<tr>
<td>Paralegal/Legal Assistant I</td>
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<tr>
<td>Paralegal/Legal Assistant II</td>
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<tr>
<td>Paralegal/Legal Assistant III</td>
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<tr>
<td>Paralegal/Legal Assistant IV</td>
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<tr>
<td>Computer Programmer I</td>
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<tr>
<td>Computer Systems Analyst I</td>
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<td>Computer Systems Analyst II</td>
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<tr>
<td>Computer Systems Analyst III</td>
<td>$77.11</td>
<td></td>
</tr>
</tbody>
</table>

**Skill Descriptions/Job Descriptions**

**COURT REPORTER**

**Duties:** This position records examination, testimony, judicial opinions, judge charge to jury, judgment or sentence of court, or other proceedings in a court of law by manual or machine shorthand. The Court Reporter reads portions of transcript during trial at the judge’s request, and asks speakers to clarify inaudible statements. The Court Reporter transcribes recorded material using a typewriter, or dictates material into a recording machine.

**Minimum Education:** Associate Degree and relevant certifications

**Experience:** 2+ years

**DATA ENTRY OPERATOR I**

**Duties:** This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I works 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.
Minimum Education: High School Graduate
Experience: 1+ year

DATA ENTRY OPERATOR II

Duties: 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.

Minimum Education: High School Graduate
Experience: 3-5 years

DISPATCHER, MOTOR VEHICLE (MOTOR VEHICLE UTILIZATION ASSISTANT)

Duties: This position is responsible for the assignment of motor vehicles and drivers for conveyance of freight or passengers, and compiles lists of available vehicles. The assignment of vehicles is determined by factors such as length and purpose of trip, freight or passenger requirements, and preference of user. Additional responsibilities include the issuance of keys, record sheets, and driver credentials. The Dispatcher records time of departure, destination, cargo, expected time of return and investigates overdue vehicles. The Dispatcher may confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise, maintain record of mileage, fuel used, repairs made, and other expenses. The Dispatcher may establish service or delivery routes, supervise loading and unloading, issue equipment to drivers, (such as hand trucks, dollies, and blankets), direct activities of drivers, assign helpers to drivers, work at vehicle distribution centers, and assign vehiclesto customer agencies.

Minimum Education: High School Graduate
Experience: 1+ year

DOCUMENT PREPARATION CLERK (DOCUMENT PREPARER)

Duties: 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.

Minimum Education: High School Graduate
Experience: 1+ year

DUPLICATING MACHINE OPERATOR (PHOTOCOPY MACHINE OPERATOR; REPRODUCTION WORKER)

Duties: This position 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. Additional responsibilities include: operating small binding machines, performing clerical duties associated with the request for printing and photographic services, preparing assembly sheets, printing requisitions with specifications for printing and binding, recording, delivering and collecting work. The Duplicating Machine Operator performs minor repairs preventive maintenance, and maintains an inventory of supplies and reproduction equipment paying particular attention to important variables indicated by trade name of machine.

Minimum Education: High School Graduate
Experience: 1+ year

GENERAL CLERK I

Duties: 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, multi-line 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.

**Minimum Education:** High School Graduate

**Experience:** 1 + year

---

**GENERAL CLERK II**

**Duties:** This position requires familiarity with the terminology of the office unit. The General Clerk II 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.

**Minimum Education:** High School Graduate

**Experience:** 3-5 years

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**GENERAL CLERK III**

**Duties:** 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.

**Minimum Education:** Associates degree or equivalent

**Experience:** 3+ years

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**HOUSING REFERRAL ASSISTANT**

**Duties:** This position provides housing information to an organization’s employees moving to a new location. The Housing Referral Assistant will contact individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone. This position may correspond to obtain listings of rental or sewer properties, future housing prospects, and to develop a working relationship with the housing referral service. Job tasks include: compiling housing lists of rental property and properties for purchase. Periodically the Housing Referral Assistant communicates with contacts to update listings, ensures that property owners comply with the nondiscrimination policy, and counsels applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants’ needs. Job tasks include: providing information regarding community services, searches files, makes telephone calls and referrals, providing information regarding locations, owners, agents, price ranges, loans and other related information. The Housing Referral Assistant maintains daily records of office activities (including number of applicants, number of applicants placed, and agents solicited or listed), schedules appointments for housing inspectors, prepares reports as required, and replies to complaints, investigations and letters of inquiry.

**Minimum Education:** Associates degree or relevant experience and certifications

**Experience:** 1-3 years

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**RENTAL CLERK**

**Duties:** This position performs clerical duties concerned with rental and management of public housing projects answers telephone and responds to requests for maintenance, complaints, rental information or, as appropriate, forwards calls to senior officials. The Rental Clerk 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. This Clerk receives security deposits and prepares tenant receipts, prepares bank deposits, maintains tenant files, and follows up on income re certifications.
Minimum Education: High School Graduate  
Experience: 1+ year

SCHEDULER, MAINTENANCE

Duties: This position schedules vehicle repairs and lubrication for vehicle-maintenance, schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. The Maintenance Scheduler contacts garage to verify availability of facilities, notifies parking garage workers to deliver specified vehicles, and maintains a file of requests for services.

Minimum Education: High School Graduate  
Experience: 1+ year

SECRETARY I (CLERICAL, MEDICAL, EXECUTIVE, LEGAL)

Duties: This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary I 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, and performs various 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. Computers may exist in the environment, requiring working knowledge of certain office software programs. Organizational structure is not complex and internal procedures and administrative controls are simple and informal; supervisor directs staff through face-to-face meetings. Performs varied duties including or comparable to the following: Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send form letters; b. As instructed, maintain supervisors calendar, make appointments, and arrange for meeting rooms; c. Review materials prepared for supervisor’s approval for typographical accuracy and proper format; d. Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans; a. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

Minimum Education: Associate Degree or equivalent certifications/experience  
Experience: I + year

SECRETARY II (CLERICAL, MEDICAL, EXECUTIVE, LEGAL)

Duties: This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary II 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, and performs various 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. Computers may exist in the environment, requiring working knowledge of certain office software programs. Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc. Supervisor usually directs staff through intermediate supervisors. Internal procedures and administrative controls are formal. Duties include or are comparable to the following: a. 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; b. 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; c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor’s procedures; assure that proper clearances have been obtained, when needed; d. 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; e. Explain to subordinate staff supervisor’s requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

Minimum Education: Associate degree or equivalent  
Experience: 3+ years

SECRETARY III (CLERICAL, MEDICAL, EXECUTIVE, LEGAL)
**Duties:** This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary III 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, and performs various 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. Computers may exist in the environment, requiring working knowledge of certain office software programs. Organizational structure is divided into two or more subordinate supervisory levels (of which at least one is a managerial level) with several subdivisions at each level. Executive’s program(s) are usually interlocked on a direct and continuing basis with other major organizational segments, requiring constant attention to extensive formal coordination, clearances, and procedural controls. Executive typically has: financial decision-making authority for assigned program(s); considerable impact on the entire organization’s financial position or image; and responsibility for, or has staff specialists in such areas as, personnel and administration for assigned organization. Executive plays an important role in determining the policies and major programs of the entire organization, and spends considerable time dealing with outside parties actively interested in assigned program(s) and current or controversial issues. Duties include or are comparable to the following: a. Based on knowledge of the supervisor’s views, compose correspondence on own initiative about administrative matters and general office policies for supervisor’s approval; b. Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered; c. Read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff; d. 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; e. Advise secretaries in subordinate offices on new program(s); for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.

**Minimum Education:** Associate Degree and equivalent experience

**Experience:** 5+ years

**SERVICE ORDER DISPATCHER**

**Duties:** This position 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 calls and dispatches service crew. The Service Order Dispatcher calls or writes the customer to ensure 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 radio or cellular telephone equipment.

**Minimum Education:** High School Graduate

**Experience:** 1+ year

**TRAVEL CLERK I**

**Duties:** Under close supervision or following specific procedures and detailed instructions, The Travel Clerk I arranges travel on one or two modes of transportation. Travel is usually 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.

**Minimum Education:** High School Graduate or equivalent experience

**Experience:** 1+ year

**TRAVEL CLERK II**

**Duties:** 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 using readily obtainable timetables or guides. Travel is frequently recurrent. A substantial number of problems arise because 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, employeesseselect and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. Themajority 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.

Minimum Education: High School Graduate
Experience: 3+ years

TRAVEL CLERK III

Duties: At this level, all major modes of transportation are used, as 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 supplementary or special transportation: facilities. It is frequently difficult to obtain the 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 has responsibility as the principal liaison with all elements, carriers, and facilities.

Minimum Education: Associate degree
Experience: 3+ years

WORD PROCESSOR I

Duties: 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.

Minimum Education: Associate Degree or equivalent experience
Experience: 1+ year

WORD PROCESSOR II

Duties: 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, may lead lower-level word processors.

Minimum Education: Associate Degree, relevant certification, and equivalent experience
Experience: 3+ years

01613 (N) WORD PROCESSOR III

Duties: 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.

**Minimum Education:** Associate Degree, relevant certification, advanced relevant courses and equivalent experience

**Experience:** 5+ years

**COMPUTER OPERATOR I**

**Duties:** The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, this worker resolves common operating problems and may serve as an assistant operator working under close supervision or performing a portion of a more senior operator’s work.

**Minimum Education:** Associate Degree or equivalent experience and for certifications

**Experience:** 1+ year

**COMPUTER OPERATOR II**

**Duties:** The Computer Operator II processes scheduled routines that present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, this worker applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision.

**Minimum Education:** Associate Degree or equivalent experience and for certifications

**Experience:** 2+ years

**COMPUTER OPERATOR III**

**Duties:** 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.

**Minimum Education:** Associate Degree or equivalent experience and/or certifications

**Experience:** 3+ years

**COMPUTER OPERATOR IV**

**Duties:** The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g. frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker 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 if necessary. Typically, completed work is submitted to users without supervisory review.

**Minimum Education:** Associate Degree, equivalent experience and relevant certifications and advanced computer courses.

**Experience:** 5+ years

**COMPUTER OPERATOR V**

**Duties:** The 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. This operator 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 with resolution of problems.

**Minimum Education:** Associate Degree, equivalent experience, relevant certifications, and advanced computer courses.

**Experience:** 6+ years

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**PERIPHERAL EQUIPMENT OPERATOR**

**Duties:** 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.

**Minimum Education:** High School Diploma or relevant experience

**Experience:** 2+ years

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**PERSONAL COMPUTER SUPPORT TECHNICIAN**

**Duties:** 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.

**Minimum Education:** Associate Degree or relevant experience and certifications

**Experience:** 2+ years

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**CASHIER**

**Duties:** The Cashier receives cash from customers or employees in payment for goods or services and records amounts received, computes or re-computes bills, itemized lists, and tickets showing amount due using adding machine or cash register, makes change, cashes checks and issues receipts or tickets to customers; records amounts received, prepares reports
of transactions, reads and records totals shown on cash register tape and verifies against cash on hand. The Cashier may make credit card transactions and may be required to know value and features of items for which money is received. This worker may give cash refunds or issue credit memorandums to customers for returned merchandise, operate ticket-dispensing machine, sell candy, cigarettes, gum and gift certificates, and issue trading stamps. This person is usually employed in restaurants, cafeterias, theaters, retail stores, and other establishments.

Minimum Education: High School Diploma or equivalent experience
Experience: 1+ year

DESK CLERK

Duties: The Desk Clerk performs any combination of the following duties for guests of hotel, motel, or other lodging facility: registers and assigns rooms to guests, issues and receives room keys, date-stamps, sorts, and racks incoming mail and messages; receives and transmits messages using equipment such as telephone switchboard, console, telegraph, and teletype, answers inquiries pertaining to establishment services, shopping, dining, entertainment, and travel directions, keeps records of room availability and guests’ accounts, computes bills, collects payments, and makes changes for guests. The Desk Clerk makes and confirms room reservations, may post charges such as room, food, liquor, or telephone to casebooks by hand or machine, make restaurant, transportation, or entertainment reservations, and arrange for tours, may deposit guests’ valuables in safe or safe-deposit box, and may sell tobacco, candy, and newspapers.

Minimum Education: High School Diploma or equivalent experience
Experience: 1+ year

RECYCLING LABORER

Duties: The Recycling Laborer sorts through collected trash and debris for recyclable materials and separates items into established categories such as aluminum, ferrous metals, glass, high-grade white paper, and corrugated paper. This worker discards contaminants and other items that cannot be recycled.

Minimum Education: None
Experience: 1 + year

RECYCLING SPECIALIST

Duties: The Recycling Specialist conducts variety of tests such as magnetic checks and tests to determine solubility of glues and similar contaminants to determine type and quality of recyclable materials, stores recyclable materials for maximum convenience of handling preparatory to shipment and for protection from deterioration, operates fork lift to transport and stock loaded pallets in warehouse, semi-tractor trailers and railroad boxcars; prepares receipts and reports concerning materials collected and chipped, may assist in operating large capacity industrial machinery such as paper shredder, magnetic can separator, glass crusher, baler and compactor, may assist in performing preventive maintenance, minor repairs

Minimum Education: High School Diploma or equivalent experience
Experience: 1+ year

CIVIL ENGINEERING TECHNICIAN

Duties: This technician assists the Civil Engineer in application of principles, methods, and techniques of civil engineering technology, reviews project specifications and confers with the Civil Engineer concerning assistance required, such as plan preparation, acceptance testing, and evaluation of field conditions, design changes, and reports. This worker 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. The Civil Engineering Technician 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. This work involves performing duties as described under Drafter, and calculating dimensions, profile specifications, and quantities of materials such as steel, concrete, and asphalt, using calculator.

Minimum Education: Bachelor of Science Degree in Civil Engineering
Experience: 1+ year

DRAFTER/CAD OPERATOR I

Duties: 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 predetermined 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.

Minimum Education: Bachelor of Science Degree and relevant certification

Experience: 1+ year

DRAFTER/CAD OPERATOR II

Duties: 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.

Minimum Education: Bachelor of Science and relevant certification

Experience: 3+ years

DRAFTER/CAD OPERATOR III

Duties: 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 III 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.

**Minimum Education:** Bachelor of Science, advanced relevant courses and relevant certification

**Experience:** 5+ years

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**DRAFTER/CAD OPERATOR IV**

**Duties:** 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.

**Minimum Education:** Bachelor of Science and advance relevant courses and certifications; advanced graduate degree preferred.

**Experience:** 7+ years

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**ENGINEERING TECHNICIAN I**

**Duties:** 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 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.

**Minimum Education:** Bachelor of Science in Engineering

**Experience:** 1+ year

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**ENGINEERING TECHNICIAN II**

**Duties:** 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.

**Minimum Education:** Bachelor of Science in Engineering

**Experience:** 3+ years

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**ENGINEERING TECHNICIAN III**

**Duties:** 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.

Minimum Education: Bachelor of Science in Engineering and relevant certifications

Experience: 4+ years

ENGINEERING TECHNICIAN IV

Duties: 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 buildingsite 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.

Minimum Education: Bachelor of Science in Engineering; advanced courses in engineering and relevant certifications

Experience: 5+ years

ENGINEERING TECHNICIAN V

Duties: This technician performs non-routine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project, selects and adapts plans, techniques, designs, or layouts, contacts personnel in related activities to resolve problems and coordinate the work, reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches. Completed work is reviewed for technical adequacy and satisfaction of requirements. This incumbent may train and be assisted by lower-level technicians, and performs one or a combination of the following:

a. Designs, develops, and constructs major units, devices, or equipment; conducts tests or experiments; analyzes results and redesigns or modifies equipment to improve performance; and reports results.

b. From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements that are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. May check and analyze drawings or equipment to determine adequacy of drawings and design.

c. Plans or assists in planning tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results, and prepares reports on findings and recommendations.

Minimum Education: Bachelor of Science in Engineering; advanced courses in engineering and relevant certifications

Experience: 7+ years

ENGINEERING TECHNICIAN VI
Duties: This technician independently plans and accomplishes complete projects or studies of broad scope and complexity, or serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters. Completed work is reviewed for compliance with overall project objectives. This worker may supervise or train and be assisted by lower-level technicians, and performs, one or a combination of the following:

a. Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid-state devices for instrumentation equipment).

b. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel, and assures compatibility of design with other parts of the system.

c. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. May advise equipment users on redesign to solve unique operational deficiencies.

d. Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment.

Minimum Education: Bachelor of Science in Engineering, advanced courses in engineering and relevant certifications

Experience: 9+ years

ENVIRONMENTAL TECHNICIAN

Duties: The 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. This worker 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. This worker 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, and collects soil, silt, or mud to determine chemical composition and nature of pollutants. This worker prepares sample for testing, records data, and prepares summaries and charts for review, sets monitoring equipment to provide flow of information, installs, operate, and performs routine maintenance on gas and fluid flow systems, chemical reaction systems, mechanical equipment, and other test instrumentation. This worker 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, and may specialize in one phase or type of environmental pollution or protection and be identified according to specialty.

Minimum Education: Bachelor of Science and relevant certifications

Experience: 3+ years

MATHEMATICAL TECHNICIAN

Duties: The Mathematical Technician applies standardized mathematical formulas, principles, and methodology to technological problems in engineering and physical sciences in relation to specific industrial and research objectives, processes, equipment, and products. They confer with professional, scientific, and engineering personnel to plan project, analyzes raw data recorded on magnetic tape, punched cards, photographic film or other media, and select most practical and accurate combination and sequence of computational methods using algebra, trigonometry, geometry, vector analysis and calculus to reduce raw data to meaningful and manageable terms. This technician selects most economical and reliable combination of manual, mechanical, or electronic data processing methods and equipment consistent with data reduction requirements, modifies standard formulas to conform to data processing method selected, translates data into numerical values, equations, flow charts, graphs or other media, analyzes processed data to detect errors. This worker may operate card punching or sorting machines, calculators, or data processing equipment.
Minimum Education: Bachelor of Science and relevant certifications

Experience: 3+ years

PARALEGAL/LEGAL ASSISTANT I

Duties: The Paralegal/Legal Assistant I works under close supervision with required assistance readily available. Persons in this position typically perform the following: a. Consult prescribed sources of information for facts relating to matters of interest to the program; b. Review documents to extract selected data and information relating to specific items; c. Review and summarize information in prescribed format on case precedent and decisions; d. Search and extract legal references in libraries and computer-data banks; e. 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.

Minimum Education: Four-year degree required, or paralegal certificate plus relevant experience

Experience: 1 + years

PARALEGAL/LEGAL ASSISTANT II

Duties: At this level, the Paralegal/Legal Assistant II exercises more independent judgment than at the level I position. In this capacity the incumbent: a. Reviews case materials to become familiar with questions under consideration; b. 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; c. Prepares digests of selected decision making opinions which incorporate references and analyses of precedents involved in areas of well-defined and settled points of law; d. Interviews potential witnesses and prepares summary interview reports for the attorney’s review; e. 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; f. Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits; g. Verifies citations and legal references on prepared legal documents; h. Preparing summaries of testimony and depositions; i. Drafts and edits non-legal memoranda, research reports and correspondence relating to cases.

Minimum Education: Four-year degree required, or paralegal certificate plus relevant experience

Experience: 3+ years

PARALEGAL/LEGAL ASSISTANT III

Duties: At this level, the Paralegal/Legal Assistant III participates in the substantive development of cases. In this capacity, the incumbent performs the following: a. Analyzes and evaluates case files against litigation worthiness standards; b. 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; c. Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys; d. Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity; e. Interviews relevant personnel and potential witnesses to gather Information; f. Reviews and analyzes relevant statistics; g. Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation; h. Consults with statistical experts on reliability evaluations; i. May testify in court concerning relevant data.

Minimum Education: Four-year degree required, or paralegal certificate plus relevant experience

Experience: 5+ years

PARALEGAL/LEGAL ASSISTANT IV

At this level, the Paralegal/Legal Assistant IV assists in the evaluation, development, and litigation of cases. In this capacity, the incumbent performs the following duties: a. Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law; b. Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information; c. Through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence; d. Selects, summarizes, and compiles comparative data to examine and evaluate respondent’s deficiencies in order to provide evidence of illegal practices or patterns; e. 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; f. 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; g. Interviews potential witnesses for information and prepares witnesses for court appearances; h. 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; i. Analyzes 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; j. May appear in court as a witness to testify concerning exhibits prepared supporting plaintiffs’ case.

Minimum Education: Four-year degree required, or paralegal certificate plus relevant experience

Experience: 7+ years

COMPUTER PROGRAMMER I

Duties: The 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. This worker may perform routine programming assignments (as described in Level II) under close supervision. In addition to assisting higher level staff, the Computer Programmer I 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.) and then report 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.

Minimum Education: Associate Degree, equivalent experience and relevant certifications

Experience: 1-3 years

COMPUTER PROGRAMMER II

Duties: At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. The Computer Programmer II performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements, and 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. The Computer Programmer II 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, and may confer with EDP personnel to clarify procedures, processing logic, etc. In addition, the Computer Programmer II may evaluate simple interrelationships in the immediate programming area 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-leve

ldstaff. 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. This Worker reviews objectives and assignment details with higher level staff to ensure 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, and all work is reviewed upon completion for accuracy and compliance with standards.

Minimum Education: Associate Degree, equivalent experience and relevant certifications

Experience: 3-5 years

COMPUTER PROGRAMMER III

Duties: As a fully qualified Computer Programmer, this Worker applies standard programming procedures and detailed knowledge of pertinent subject matter 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. The incumbent 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. The Computer
Programmer III recognizes probable interactions of other related programs with the assigned program(s) and is familiar with
related system software and computer equipment, and solves conventional programming problems. (In small organizations,
may maintain programs that concern or combine several operations, i.e. users, or develop programs where there is one primary user
and the others give input.) The Computer Programmer III performs such duties as developing, modifying, and maintaining
assigned programs, designing and implementing modifications to the interrelation of files and records within programs in
consultations with higher level staff. This Worker monitors the operation of assigned programs and responds to problems by
diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific
programming project, applying established scientific programming techniques to well-defined mathematical, statistical,
engineering, or other scientific problems 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.) This Programmer tests, documents work,
writes and maintains operator instructions for assigned programs, and confers with other EDP personnel to obtain or provide
factual data. In addition, this Programmer 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. Job tasks may require the incumbent to 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. This Programmer may assist in the review and analysis of detailed program specifications,
and in program design to meet changes in work processes. The Computer Programmer III 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. This Worker, may guide or instruct lower-level programmers; supervise technicians and others who
assist in specific assignments, works on complex programs under close direction of higher-level staff or supervisor, and may
assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under
close supervision. Work at a level above this is deemed Supervisory or Individual Contributor. Completed work is reviewed
for conformance to standards, timeliness, and efficiency.

**Minimum Education:** Associate Degree, relevant certifications, advanced computer and relevant courses

**Experience:** 5-9 years

**COMPUTER PROGRAMMER IV**

**Duties:** The 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. This Programmer 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, and uses knowledge of pertinent system software,
computer equipment, work processes, regulations, and management practices. This Programmer performs such duties as:
developing, modifying, 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; works with problems or concepts and 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. This Worker tests, documents, and writes operating instructions for
all work, confers with other EDP personnel to secure information, investigate and resolve problems, and coordinates work
efforts. In addition, this incumbent performs such programming analyses 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. Duties include the following: assisting user personnel in defining problems
or needs, determining work organization on typical maintenance projects and smaller scale, working on limited new projects,
the necessary files and records, and their interrelation with the program or working on large or more complicated projects,
and participating as a team member along with other EDP personnel and users, holding responsibility for a portion of the
project. The Computer Programmer IV works independently under overall objectives and direction, apprising the supervisor
about progress and unusual complications and modifying and adapting 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. This Worker may function as team leader or supervise a few lower-level programmers or technicians on assigned work.

Minimum Education: Associate Degree and advanced computer and relevant courses and certifications
Experience: 7+ years

COMPUTER SYSTEMS ANALYST I

Duties: At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. This Analyst 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. This Worker carries out fact finding and analyses 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, and 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. This position may supervise technicians and others who assist in specific assignments. Work at a level above this is deemed Supervisory or Individual Contributor.

Minimum Education: Others who assist in specific assignments
Experience: 1-3 years

COMPUTER SYSTEMS ANALYST II

Duties: This Analyst 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. the analyst 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. This position requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. Job duties require the incumbent to be able to recognize probable interactions of related computer systems and predict impact of a change in assigned system. The Computer Systems Analyst II 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; upon approval of synopsis, prepares specifications for development of computer programs. Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users, etc. This worker 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. In this position, the incumbent works independently under overall project objectives and requirements, and 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. This Worker adapts design approaches successfully used in precedent systems, 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. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This analyst may provide functional direction to lower-level assistants on assigned work.
Minimum Education: Associate Degree and relevant certifications

Experience: 3+years

COMPUTER SYSTEMS ANALYST III

Duties: The 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. This position 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, this worker is responsible recognizing probable conflicts and integrating diverse data elements and sources, and produces innovative solutions for a variety of complex problems. The Computer Systems Analyst III 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. The incumbent 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. This analyst recommends optimum approach and develops system design for approved projects, interprets information and informally arbitrates between system users when conflicts exist. This worker 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. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems.

Minimum Education: Associate Degree, relevant certifications, attendance at advanced computer and relevant courses.

Experience: 5+years