Welcome to neMarc Professional Services, Inc.

Where we are pleased to offer you exceptional customer service in support of your staffing needs!

Contact Information:

Carmen Brown  (901)365-0500
nemarcstaffing@comcast.net

Ken Harris  (512)632-2210
kharris4797@gmail.com
Introduction

neMarc Professional Services, Inc. (neMarc) is a full service administrative and professional resources staffing firm, which recruits, tests, places and evaluates a complete range of administrative, technical and professional support staff including;

- Accountants, Auditors, Accounting Clerks, and Bookkeepers;
- Background Investigation
- Call Center, Engineering and Information Technology Staff;
- Court Reporters and Legal Assistants
- Medical Assistants and Medical Records Technicians
- Professional Support Staff;
- Technical Support Staff;
- Secretaries, Administrative Assistants, Receptionists and other Office Support Staff;
- Warehousing, Truck Drivers, Inventory Control and Utilities Staff;

neMarc Professional Services’ associates are placed in temporary, permanent and temp to permanent assignments, depending on the needs of our customers. Our main mission is to deliver highly skilled and qualified technical and administrative professionals to meet and exceed the needs of our clients, and our team is fully committed to successfully providing top-level talent to you.

neMarc fulfills a need to have screened, and tested personnel available to meet short/medium term needs of business, industry, and government agencies. Our success has been sustained because from the start we have placed emphasis on providing qualified and motivated personnel to help busy organizations bridge the gap between workload and available staff/skills. neMarc has and will continue to focus on serving private industry and federal customers.

neMarc is certified as a Woman Owned Business, a Minority Business Enterprise and as a Disadvantaged Business Enterprise.
neMarc Professional Services management team and associates make it a priority to represent the best overall value to our clients, combining an in-depth understanding of our Clients’ needs, with talented associates and professionals available in the client’s local market, at highly competitive prices!

Our proven record of meeting and exceeding client’s expectations is a prime indicator that we will endeavor to provide new clients with the highest level of support to enable successful attainment of goals & objectives. We have an excellent past performance record and have been recognized as one of the fastest growing small businesses by Fortune magazine and ICC!

If you desire a staffing solution with a personal and professional approach, please consider neMarc Professional Services, Inc., “Where Exceptional Customer Service is Priority One”.
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: Temporary Staffing (SBSA) - Includes temporary administrative and professional staffing.

MAS Category: Office Management-Office Services

561320SBSA

SIN: 736

Contract No. GS-07F-0245Y

CONTRACT PERIOD: February 6, 2017 through February 5, 2022


CONTRACTOR: NEMARC PROFESSIONAL SERVICES, INC

6099 Mt. Moriah Road Extd. Suite 20
Memphis, TN 38115

Phone number: (901) 365-0500 or 512-632-2210

E-Mail: kharris4797@gmail.com

nemarcstaffing@comcast.net
CONTRACTOR’S ADMINISTRATION SOURCE: Ken Harris

BUSINESS SIZE: Small Business, Woman Owned Business, Minority Owned

CUSTOMER INFORMATION:

1.a. 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>Administrative Support and Clerical Occupations</td>
</tr>
<tr>
<td>736-2</td>
<td>Automatic Data Processing Occupations</td>
</tr>
<tr>
<td>736-3</td>
<td>General Services and Support</td>
</tr>
<tr>
<td>736-5</td>
<td>Technical and Professional Occupations</td>
</tr>
</tbody>
</table>

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

1.c. 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 for our preponderance of work location and labor categories. See the Job Descriptions provided after the pricing information.

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

*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:** $1,000 unless the contractor agrees to accept a smaller order amount.

4. **GEOGRAPHIC COVERAGE:**

Any location listed in the SCA Wage Index Matrix.

The preponderance of work location has been identified as: Tennessee, Shelby County; Determination No. 2015-4674, Revision 9 dated 05/01/2019.

NEMARC PROFESSIONAL SERVICES, INC may perform work at any of the locations listed in the SCA Wage Index Matrix. Service 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.

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

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

7. **QUANTITY DISCOUNT(S):** +1.0%>$250,000

8. **PROMPT PAYMENT TERMS:** +0.25% 10 Days Net Net 30.

9.a. Government Purchase Cards are accepted at or below the micro-purchase threshold.
9.b. Government Purchase Cards are **not** 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 effect 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.

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

14. **PAYMENT ADDRESS**: P.O. Box 343366

                             Memphis, TN 38184
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):** 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 applicable):** 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:** 140996310

26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Contractor has an Active Registration in the CCR database.
GSA Final Price List

The preponderance of work location has been identified as: Tennessee, Shelby County; Determination No. 2015-4674, Revision 9 dated 05/01/2019.

NEMARC PROFESSIONAL SERVICES, INC may perform work at any of the locations listed in the SCA Wage Index Matrix. Service 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.

<table>
<thead>
<tr>
<th>Position</th>
<th>GSA Bill Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Clerk I</td>
<td>$27.47</td>
</tr>
<tr>
<td>Accounting Clerk II</td>
<td>$30.09</td>
</tr>
<tr>
<td>Accounting Clerk III</td>
<td>$32.92</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>$40.83</td>
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<tr>
<td>Collections Specialist</td>
<td>$23.40</td>
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<td>Court Reporter</td>
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<tr>
<td>Data Entry Operator I</td>
<td>$23.78</td>
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<td>Data Entry Operator II</td>
<td>$25.38</td>
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<tr>
<td>Dispatcher, Motor Vehicle</td>
<td>$37.42</td>
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<tr>
<td>Document Preparation Clerk</td>
<td>$28.21</td>
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<tr>
<td>Duplicating Machine Operator</td>
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<tr>
<td>General Clerk I</td>
<td>$23.97</td>
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<tr>
<td>General Clerk II</td>
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<td>General Clerk III</td>
<td>$27.97</td>
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<tr>
<td>Housing Referral Assistant</td>
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<tr>
<td>Messenger Courier</td>
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<tr>
<td>Order Clerk I</td>
<td>$26.73</td>
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<td>Order Clerk II</td>
<td>$28.59</td>
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<tr>
<td>Personnel Assistant (Employment) I</td>
<td>$28.39</td>
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<tr>
<td>Position</td>
<td>Rate</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Personnel Assistant (Employment) II</td>
<td>$31.03</td>
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<tr>
<td>Personnel Assistant (Employment) III</td>
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<tr>
<td>Production Control Clerk</td>
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<td>Receptionist</td>
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<td>Rental Clerk</td>
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<tr>
<td>Secretary I</td>
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<td>Secretary II</td>
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<td>Secretary III</td>
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<td>Service Order Dispatcher</td>
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<td>Travel Clerk III</td>
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<tr>
<td>Word Processor I</td>
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<td>Word Processor II</td>
<td>$28.06</td>
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<td>$30.66</td>
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<tr>
<td>MAS 561320SBSA</td>
<td>GSA Bill Rate</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>736-2</td>
<td></td>
</tr>
<tr>
<td>Computer Operator I</td>
<td>$29.36</td>
</tr>
<tr>
<td>Computer Operator II</td>
<td>$32.20</td>
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<td>Computer Operator III</td>
<td>$35.18</td>
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<td>Computer Operator IV</td>
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<tr>
<td>Computer Operator V</td>
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<td>Computer Programmer I</td>
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<td>Computer Programmer II</td>
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<td>Computer Programmer IV</td>
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<tr>
<td>Computer Systems Analyst I</td>
<td>$40.23</td>
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<tr>
<td>Computer Systems Analyst II</td>
<td>$55.13</td>
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<td>Computer Systems Analyst III</td>
<td>$77.49</td>
</tr>
<tr>
<td>Peripheral Equipment Operator</td>
<td>$29.36</td>
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</tbody>
</table>

**GSA Final Price List**

<table>
<thead>
<tr>
<th>MAS 561320SBSA</th>
<th>GSA Bill Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>736-3</td>
<td></td>
</tr>
<tr>
<td>Baker</td>
<td>$28.25</td>
</tr>
<tr>
<td>Cook I</td>
<td>$22.26</td>
</tr>
<tr>
<td>Cook II</td>
<td>$25.04</td>
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<tr>
<td>Dishwasher</td>
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</tr>
<tr>
<td>Food Service Worker</td>
<td>$19.68</td>
</tr>
<tr>
<td>Meat Cutter</td>
<td>$26.79</td>
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<tr>
<td>Waiter/Waitress</td>
<td>$18.47</td>
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</tbody>
</table>

**General Services & Support**

<table>
<thead>
<tr>
<th></th>
<th>GSA Bill Rate</th>
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</thead>
<tbody>
<tr>
<td>Gardener</td>
<td>$29.20</td>
</tr>
<tr>
<td>Housekeeping Aide</td>
<td>$21.96</td>
</tr>
<tr>
<td>Janitor</td>
<td>$21.96</td>
</tr>
<tr>
<td>Laborer, Grounds Maintenance</td>
<td>$23.57</td>
</tr>
<tr>
<td>Maid or Houseman</td>
<td>$20.13</td>
</tr>
<tr>
<td>Tractor Operator</td>
<td>$27.35</td>
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**Health Occupations**

<table>
<thead>
<tr>
<th></th>
<th>GSA Bill Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Assistant</td>
<td>$27.00</td>
</tr>
<tr>
<td>Medical Laboratory Technician</td>
<td>$38.92</td>
</tr>
<tr>
<td>Medical Record Clerk</td>
<td>$32.11</td>
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<tr>
<td>Medical Record Technician</td>
<td>$35.19</td>
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</tbody>
</table>

**Laundry, Dry Cleaning, ETC.**

<table>
<thead>
<tr>
<th></th>
<th>GSA Bill Rate</th>
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</thead>
<tbody>
<tr>
<td>Counter Attendant</td>
<td>$20.41</td>
</tr>
<tr>
<td>Service</td>
<td>Rate</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Dry Cleaner</td>
<td>$24.27</td>
</tr>
<tr>
<td>Tailor</td>
<td>$26.82</td>
</tr>
<tr>
<td><strong>Machine Tool Services</strong></td>
<td></td>
</tr>
<tr>
<td>Machine Tool Operator</td>
<td>$32.03</td>
</tr>
<tr>
<td>Tool and Die Maker</td>
<td>$33.15</td>
</tr>
<tr>
<td><strong>Materials Handling/Packing Service</strong></td>
<td></td>
</tr>
<tr>
<td>Forklift Operator</td>
<td>$24.44</td>
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<tr>
<td>Material Coordinator</td>
<td>$34.81</td>
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<tr>
<td>Material Expediter</td>
<td>$34.81</td>
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<tr>
<td>Material Handling Laborer</td>
<td>$24.96</td>
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<tr>
<td>Order Filler</td>
<td>$21.62</td>
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<tr>
<td>Shipping Packer</td>
<td>$26.51</td>
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<tr>
<td>Shipping/Receiving Clerk</td>
<td>$26.51</td>
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<tr>
<td>Store Worker I</td>
<td>$20.75</td>
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<tr>
<td>Stock Clerk</td>
<td>$26.75</td>
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<tr>
<td>Tools and Parts Attendant</td>
<td>$24.79</td>
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<tr>
<td>Warehouse Specialist</td>
<td>$24.79</td>
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</tbody>
</table>

**MAS 561320SBSA**

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSA Bill Rate</td>
<td></td>
</tr>
</tbody>
</table>

**Mechanics, Maintenance & Repair**

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
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</thead>
<tbody>
<tr>
<td>Aircraft Mechanic I</td>
<td>$36.52</td>
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<tr>
<td>Aircraft Mechanic II</td>
<td>$38.04</td>
</tr>
<tr>
<td>Aircraft Mechanic III</td>
<td>$39.64</td>
</tr>
<tr>
<td>Aircraft Mechanic Helper</td>
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<tr>
<td>Aircraft Servicer</td>
<td>$28.95</td>
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<tr>
<td>Aircraft Worker</td>
<td>$30.43</td>
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<tr>
<td>Appliance Mechanic</td>
<td>$30.25</td>
</tr>
<tr>
<td>Carpenter, Maintenance</td>
<td>$29.00</td>
</tr>
<tr>
<td>Electrician, Maintenance</td>
<td>$35.15</td>
</tr>
<tr>
<td>Electronics Technician Maintenance I</td>
<td>$35.67</td>
</tr>
<tr>
<td>Electronics Technician Maintenance II</td>
<td>$37.75</td>
</tr>
<tr>
<td>Electronics Technician Maintenance III</td>
<td>$39.77</td>
</tr>
<tr>
<td>General Maintenance Worker</td>
<td>$29.43</td>
</tr>
<tr>
<td>Ground Support Equipment Mechanic</td>
<td>$33.76</td>
</tr>
<tr>
<td>Heating, Ventilation and Air Conditioning Mechanic</td>
<td>$34.30</td>
</tr>
<tr>
<td>Heavy Equipment Mechanic</td>
<td>$32.77</td>
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<tr>
<td>Heavy Equipment Operator</td>
<td>$30.52</td>
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<tr>
<td>Instrument Mechanic</td>
<td>$32.60</td>
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<tr>
<td>Laborer</td>
<td>$23.56</td>
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<tr>
<td>Position</td>
<td>GSA Bill Rate</td>
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<tr>
<td>---------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Machinery Maintenance Mechanic</td>
<td>$35.06</td>
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<tr>
<td>Machinist, Maintenance</td>
<td>$32.08</td>
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<tr>
<td>Maintenance Trades Helper</td>
<td>$25.23</td>
</tr>
<tr>
<td>Millwright</td>
<td>$33.38</td>
</tr>
<tr>
<td>Painter, Maintenance</td>
<td>$30.56</td>
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<tr>
<td>Pipefitter, Maintenance</td>
<td>$33.50</td>
</tr>
<tr>
<td>Plumber, Maintenance</td>
<td>$32.36</td>
</tr>
<tr>
<td>Pneudraulic Systems Mechanic</td>
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<td>Rigger</td>
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<td>Scale Mechanic</td>
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<tr>
<td>Sheet Metal Worker, Maintenance</td>
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<td>Small Engine Mechanic</td>
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<tr>
<td>Telecommunications Mechanic I</td>
<td>$36.52</td>
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<td>Telecommunications Mechanic II</td>
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<tr>
<td><strong>Miscellaneous Services</strong></td>
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<tr>
<td>Cashier</td>
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<td>Desk Clerk</td>
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<td>Laboratory Animal Caretaker I</td>
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<td>Refuse Collector</td>
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<td>Sales Clerk</td>
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<td>Surveying Aide</td>
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<tr>
<td>Surveying Technician</td>
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</table>

<table>
<thead>
<tr>
<th>Position</th>
<th>GSA Bill Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archeological Technician I</td>
<td>$30.15</td>
</tr>
<tr>
<td>Archeological Technician II</td>
<td>$33.00</td>
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<td>Archeological Technician III</td>
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<td>Cartographic Technician</td>
<td>$39.38</td>
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<tr>
<td>Civil Engineering Technician</td>
<td>$37.38</td>
</tr>
<tr>
<td>Drafter/CAD Operator I</td>
<td>$30.15</td>
</tr>
<tr>
<td>Drafter/CAD Operator II</td>
<td>$33.00</td>
</tr>
<tr>
<td>Drafter/CAD Operator III</td>
<td>$36.06</td>
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<tr>
<td>Drafter/CAD Operator IV</td>
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<td>Engineering Technician I</td>
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<td>Job Title</td>
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<td>Engineering Technician II</td>
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<td>Engineering Technician III</td>
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<tr>
<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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<td>Environmental Technician</td>
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<tr>
<td>Laboratory Technician</td>
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<tr>
<td>Mathematical Technician</td>
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</tr>
<tr>
<td>Paralegal/Legal Assistant I</td>
<td>$33.72</td>
</tr>
<tr>
<td>Paralegal/Legal Assistant II</td>
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<td>Paralegal/Legal Assistant III</td>
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<td>Paralegal/Legal Assistant IV</td>
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**Administrative Support and Clerical Occupations**

**ACCOUNTING CLERK I:**
This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors’ instructions. Completed work will be reviewed for accuracy and compliance with procedures.

*Education: High School Diploma*  
*Years of Experience: 3-5 Years*

**ACCOUNTING CLERK II:**
This position uses knowledge of double entry bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts against manually maintained journals, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy.

*Education: AA Degree*  
*Years of Experience: 1-3 Years*

**ACCOUNTING CLERK III:**
The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following:

1. reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will
include coding transactions, and processing material through data processing for application in the
accounting system;
2.) analysis and reconciliation of computer printouts with operating unit reports (contacting units,
researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides
suggestions for handling unusual or non-recurring transactions. Conformance with requirements and
technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms
built into the accounting processes.

Education: AA Degree   Years of Experience: 5 Years

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

Education: AA Degree   Years of Experience: 5 Years

COLLECTION SPECIALIST:
Responsibilities for this position include using judgment to determine the most appropriate and expedient way to
resolve a portfolio of delinquent accounts in order to maximize collection. The Collection Specialist requests and
analyzes credit reports for use in determining ways to resolve delinquent accounts, determines whether write-off
tools are necessary, and recommends them to immediate supervisor when debts are uncollectible, (i.e., in case of
bankruptcy). This position monitors payments made by debtors and minimizes the number of delinquent accounts.

Education: AA Degree   Years of Experience: 5 Years

COURT REPORTER:
This position records examination, testimony, judicial opinions, judge's 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.

Education: BS Degree   Years of Experience: 3-5 Years

DATA ENTRY OPERATOR I:
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.

Education: AA Degree   Years of Experience: 1-2 Years

DATA ENTRY OPERATOR II:
This position requires the application of experience and judgment in selecting procedures to be followed, and
searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data
Entry Operator II may occasionally perform routine work as described for Data Entry Operator I.

Education: AA Degree   Years of Experience: 3-5 Years

Excluded are operators above Level II using the key entry controls to access, read, and evaluate the substance of
specific records to take substantive actions, or to make entices requiring a similar level of knowledge.

DISPATCHER, MOTOR VEHICLE (Motor Vehicle Utilization Assistant):
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 vehicles to customer agencies.

**Education:** AA Degree  **Years of Experience:** 1-3 Years

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

**Education:** AA Degree  **Years of Experience:** 1-3 Years

**DUPLICATING MACHINE OPERATOR (Photocopy Machine Operator; Reproduction Worker):**
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.

**Education:** High School Diploma  **Years of Experience:** 1-3 Years

**GENERAL CLERK I:**
This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in 
a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could 
involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental 
accounts, operating basic office equipment, e.g., photocopier, facsimile, 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.

**Education:** High School Diploma  **Years of Experience:** 1-3 Years

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

**Education:** High School Diploma  **Years of Experience:** 5 Years

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

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

**Education**: Technical Certification  
**Years of Experience**: 5-7 Years

**HOUSING REFERRAL ASSISTANT:**
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. May correspond to obtain listings of rental or sale 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. 

**Education**: AA Degree  
**Years of Experience**: 3-5 Years

**MESSANGER COURIER:**
The Messenger Courier delivers messages, documents, packages and mail to various business concerns or governmental agencies. An employee in this role may perform the following: miscellaneous errands, such as carrying mail within the base and sorting or opening incoming and outgoing mail, obtain receipts for articles delivered and keep a log of items received and delivered, or deliver items to offices and departments within an establishment. The Messenger Courier may use a bicycle, golf cart, or motorcycle to perform these duties.  

*(Note: Employees who regularly perform driving duties should be classified as a Driver Courier, which is listed under Transportation.)*

**Education**: High School Diploma  
**Years of Experience**: 1-3 Years

**ORDER CLERK I:**
This position handles orders involving items that have readily identified uses and applications. The Order Clerk I may refer to a catalog, manufacturer's manual or similar document to insure that the proper item is supplied or to verify the price of order.

**Education**: High School Diploma  
**Years of Experience**: 1-3 Years

**ORDER CLERK II:**
This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.

**Education**: Technical Certification  
**Years of Experience**: 3-5 Years

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

**Education**: AA Degree  
**Years of Experience**: 1-3 Years

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

**Education:** AA Degree  
**Years of Experience:** 3-5 Years

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

**Education:** AA Degree  
**Years of Experience:** 5-7 Years

**PRODUCTION CONTROL CLERK:**
This position compiles and records production data for industrial establishments to compare records and reports on volume of production, consumption of material, quality control, and other aspects of production. May perform any combination of the following duties: compile and record production data from customer orders, work tickets, product specifications, and individual worker production sheets following prescribed recording procedures and using different word processing techniques. This Clerk calculates such factors as types and quantities of items produced, materials used, amount of scrap, frequency of defects, and worker and department production rates, using a computer, calculator, and/or spreadsheets. Additional tasks include: writing production reports based on data compiled, tabulated and computed, following prescribed formats, maintaining files of documents used and prepared, compiling detailed production sheets or work tickets for use by production workers as guides in assembly or manufacture of products. This Clerk prepares written work schedules based on established guidelines and priorities, compiles material inventory records and prepares requisitions for procurement of materials and supplies charts production using chart, graph, or pegboard based on statistics compiled for reference by production and management personnel. This Clerk also sorts and distributes work tickets or material and may compute wages from employee time cards and post wage data on records used for preparation of payroll.

**Education:** AA Degree  
**Years of Experience:** 1-3 Years

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

**Education:** High School Diploma  
**Years of Experience:** 1-3 Years

**RENTAL CLERK:**
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.

**Education:** High School Diploma  Years of Experience: 1-3 Years

**SCHEDULER, MAINTENANCE:**
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.

**Education:** AA Degree  Years of Experience: 1-3 Years

**SECRETARY I:**
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 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. Secretary jobs that meet the required characteristics are matched at one of three levels according to two factors:

(a) level of the secretary's supervisor within the overall organizational structure, and
(b) level of the secretary's responsibility. The table following the explanations of these factors indicates the level of the secretary for each combination of factors.

**LS-1 Organizational structure is not complex and internal procedures and administrative controls are simple and informal; supervisor directs staff through face-to-face meetings.**

**LR-1** Carries out recurring office procedures independently, and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. The LR-1 performs varied duties including or comparable to the following:

a. 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 supervisor's 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;
e. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

**Education Level 1:** High School Diploma  Years of Experience: 1-3 Years

**SECRETARY II:**
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 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.

Classification by Level
Secretary jobs that meet the required characteristics are matched at one of three levels according to two factors:

(a) level of the secretary's supervisor within the overall organizational structure, and
(b) level of the secretary's responsibility. The table following the explanations of these factors indicates the level of the secretary for each combination of factors.

**Level of Secretary's Supervisor (LS)**
Secretaries should be matched with one of the three LS levels below that best describes the organization of the secretary's supervisor.

LS-2 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. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups that meet the LS-2 definition. Therefore, it is not unusual for one LS-2 supervisor to report to another LS-2 supervisor.

The presence of subordinate supervisors does not by itself, mean LS-2 applies. For example, a clerical processing organization divided into several units, each performing very similar work, is placed in LS-1.

In smaller organizations or industries such as retail trades, with relatively few organizational levels, the supervisor may have an impact on the policies and major programs of the entire organization, and may deal with important outside contacts as described in LS-3.

Level of Secretary's Responsibility (LR)

This factor evaluates the nature of the work relationship between the secretary and the supervisor or staff, and the extent to which the secretary is expected to exercise initiative and judgment. Secretaries should be matched at the level best describing their level of responsibility. When a position's duties span more than one LR level, the introductory paragraph at the beginning of each LR level should be used to determine which of the levels best matches the position. (Typically, secretaries performing at the higher levels of responsibility also perform duties described at the lower levels.)

LR-2 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. 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.

Education Level 2: Technical Certification Years of Experience: 3-5 Years

SECRETARY III: 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 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.

Classification by Level

Secretary jobs that meet the required characteristics are matched at one of three levels according to two factors: (a) level of the secretary's supervisor within the overall organizational structure, and (b) level of the secretary's responsibility. The table following the explanations of these factors indicates the level of the secretary for each combination of factors.

Level of Secretary's Supervisor (LS)

Secretaries should be matched with one of the three LS levels below that best describes the organization of the secretary's supervisor.

LS-3 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.

Level of Secretary's Responsibility (LR)
This factor evaluates the nature of the work relationship between the secretary and the supervisor or staff, and the
extent to which the secretary is expected to exercise initiative and judgment. Secretaries should be matched at the
level best describing their level of responsibility. When a position’s duties span more than one LR level, the
introductory paragraph at the beginning of each LR level should be used to determine which of the levels best
matches the position. (Typically, secretaries performing at the higher levels of responsibility also perform duties
described at the lower levels.)

LR-3 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. 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 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.

Excludes secretaries performing any of the following duties:
Acting as office manager for the executive's organization, e.g., 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.
The LR-3 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.

NOTE: Employees whose duties meet this level of responsibility and supervision may be properly classified under
the Administrative Assistant category or the class may need to be conformed.

Education Level 3: Technical Certification Years of Experience: 5-7 Years

SERVICE ORDER DISPATCHER:
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, 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
insure satisfactory performance of service, keeps record of service calls and work orders, may dispatch orders and
relay messages and special instructions to mobile crews and other departments using radio or cellular telephone
equipment.
Education: AA Degree Years of Experience: 3-5 Years

SUPPLY TECHNICIAN:
This position performs limited aspects of technical supply management work (e.g., inventory management, storage
management, cataloging, and property utilization) related to depot, local, or other supply activities. Work usually is
segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility.
Assignments usually relate to stable or standardized segments of technical supply management operations; or to
functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case
problems or supply actions. This work may require consideration of program requirements together with specific variations in or from standardized guidelines. Assignments require:
(a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines;
(b) an understanding of the needs of the organization serviced; and
(c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data to establish the facts, and take or recommend action based upon application or interpretation of established guidelines.

Education: AA Degree  Years of Experience: 5-7 Years

SURVEY WORKER (Interviewer):
This position interviews people to obtain information on topics such as public issues or consumer buying habits, contacts people at home business or by telephone following specified sampling procedures, or approaches them at random on street. The Survey Worker asks questions relative to items on a form or questionnaire, records answers, assists persons in filling out forms, and may review, sort, classify and file forms according to specified procedures and criteria. This worker may participate in federal, state or local census surveys.

Education: High School Diploma  Years of Experience: 1-3 Years

TRAVEL CLERK I:
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.

Education: High School Diploma  Years of Experience: 1-3 Years

TRAVEL CLERK II:
Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated 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, employees select and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. The majority of assignments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work are referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

Education: Technical Certificate  Years of Experience: 5-7 Years

TRAVEL CLERK III:
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 required information.
The incumbent is characterized by independence of action, with very little instruction, guidance, and review, except for review of accomplishments of broad objectives and conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and has responsibility as the principal liaison with all elements, carriers, and facilities.
WORD PROCESSOR I:
This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.
Education: High School Diploma  Years of Experience: 1-3 Years

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

WORD PROCESSOR III:
Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions; independently completes assignments and resolves problems.
Education: Technical Certificate  Years of Experience: 5-7 Years

Information Technology Occupations

COMPUTER OPERATOR I:
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.
Education: AA Degree  Years of Experience: 1-3 Years

COMPUTER OPERATOR II:
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.
Education: AA Degree  Years of Experience: 3-5 Years

COMPUTER OPERATOR III:
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.
COMPUTER OPERATOR IV:
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.

Education: AA Degree  Years of Experience: 5-7 Years

COMPUTER OPERATOR V:
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.

Education: BS Degree  Years of Experience: 8-10 Years

COMPUTER PROGRAMMER I:
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.

Education: AA Degree  Years of Experience: 1-3 Years

COMPUTER PROGRAMMER II:
At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. This Computer Programmer 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 level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats. This Worker reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress, and all work is reviewed upon completion for accuracy and compliance with standards.

Education: AA Degree  Years of Experience: 3-5 Years
COMPUTER PROGRAMMER III:

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, 54 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. This Computer Programmer 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.

Education: AA Degree  Years of Experience: 5-7 Years

COMPUTER PROGRAMMER IV:

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
COMPUTER SYSTEMS ANALYST I:
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.

Education: BS Degree    Years of Experience: 1-3 Years

COMPUTER SYSTEMS ANALYST II:
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 57 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 orients 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.

Education: BS Degree    Years of Experience: 2-3 Years
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.

**Computer Systems Analyst III:**
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 for recognizing probable conflicts and integrating diverse data elements and sources, and produces innovative solutions for a variety of complex problems. 58 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.

**Education:** BS Degree  **Years of Experience:** 3-5 Years

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

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

a) Loads printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy;

b) Labels tape reels, or disks;

c) Checks labels and mounting and dismounting designated tape reels or disks on specified units or drives;

d) Sets controls which regulate operation of the equipment;

e) Observes panel lights for warnings and error indications and taking appropriate action;

f) Examines tapes, cards, or other material for creases, tears or other defects that could cause processing problems.

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

**Education:** AA Degree  **Years of Experience:** 1-3 Years

**General Services**

**Food Preparation Services**

**Baker:**
The Baker applies full knowledge of baking trade and is responsible for producing standard baked goods such as bread, rolls, cakes, cookies, biscuits, muffins, and various types of puddings, and ice cream or sherbets.

**Education:** Technical Certificate  **Years of Experience:** 1-3 Years
COOK I:
The Cook I independently performs moderately difficult tasks in preparing small quantities of quickly prepared food such as steaks, chops, cutlets, hamburgers, eggs, salads and other similar items. Excludes workers who exercise general supervision over kitchen activities.

**Education:** High School Diploma  
**Years of Experience:** 1-3 Years

COOK II:
The Cook II prepares in large quantities, by various methods of cooking, meat, poultry, fish, vegetables, seasons and cooks all cuts of various meats, fish and poultry, boils, steams or fries vegetables, makes gravies, soups, sauces, roasts, meat pies, fricassees, casseroles, and stews. Excludes food service supervisors and head cooks who exercise general supervision over kitchen activities.

**Education:** Technical Certificate  
**Years of Experience:** 2-3 Years

DISH WASHER:
The Dishwasher manually or mechanically washes and rinses dishes, glasses and silverware; maintains proper temperature for sterilization and adds soap as needed, and performs other duties as assigned.

**Education:** High School Diploma  
**Years of Experience:** 1 Year

FOOD SERVICE WORKER (Cafeteria Worker):
The Food Service Worker (Cafeteria Worker) serves as a cafeteria and/or delicatessen/bakery worker helping in the preparation, presentation and serving of specialty meats, delicacies, preserved foods, cheeses, salads, breads and sweets to patrons. The incumbent assists in weighing, pricing and wrapping selected foods on plates, trays and in bags, prepares food displays in counter cases and other display units, greets customers as they arrive at service counter, takes special orders, and answers basic customer questions about specialty foods. Using prepared ingredients and following routine, repetitive steps, this Worker makes hot and/or cold sandwiches, fruit and vegetable trays, salads and rotisserie chicken, may slice and/or mix simple ingredients, as needed, cleans counters and trays, washes dishes and maintains cleanliness of preparation, work and display areas, inspect and cleans equipment. This Worker may assist in any or all of the following: measuring and mixing ingredients as directed, assists in preparing, cooking and decorating breads, rolls, pastries, cakes and other bakery items, receives, unloads trucks, and stores stock, takes special orders or unusual food requests from customers, takes payment and makes change for customers.

**Education:** High School Diploma  
**Years of Experience:** 1 Year

MEAT CUTTER:
Utilizing standardized meat cutting methods, the Meat Cutter breaks down meat carcasses and wholesale cuts; bones and cuts meat into roasts, steaks, chops, etc, cleans and cuts fish into fillets and steaks, draws dresses and cuts poultry. Required to know methods for handling and storing meats (including fish and fowl).

**Education:** High School Diploma  
**Years of Experience:** 1-3 Years

WAITER/WAITRESS:
The Waiter/Waitress serves food and beverages to patrons at counters and tables in coffee shops, lunchrooms, and other dining establishments. This worker presents menus to customers, answers questions, and makes suggestions regarding food and service. Duties include: memorizing or writing order on check, relaying order to kitchen and serving course from kitchen and service bars. The Waiter/Waitress observes guests to fulfill any additional requests and to perceive when meal has been completed, totals bill and accepts payment or refers patron to Cashier. The Waiter/Waitress may ladle soup, toss salads, portion pies and desserts, brew coffee, perform other services as determined by establishment's size and practices, and may clear and reset counters or tables at conclusion of each course or meal.

**Education:** High School Diploma  
**Years of Experience:** 1 Year

**General Services & Support**

GARDENER:
The Gardener plans and executes small scale landscaping operations and maintains grounds and landscape of household, business and other properties, works with assistant in preparing and grading terrain, applying fertilizers, seeding and laying sod, and transplanting shrubs and plants, and cultivates them, using gardening implements and power-operated equipment. The Gardener plants new and repairs established lawns, using seed mixtures and fertilizers recommended for particular soil type and lawn location, locates and plants shrubs, trees, and flowers recommended for particular landscape effect or those selected by property owner, mows and trims lawns, using hand or power mower, trims shrubs and cultivates gardens, sprays trees and shrubs and applies supplemental liquid and dry nutrients to lawn, trees and shrubs; cleans ground, using rakes, brooms, and hose, dig trenches and install drain tiles, repair concrete and asphalt walks and driveways.

**Education:** High School Diploma  
**Years of Experience:** 1-3 Years

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**HOUSEKEEPING AIDE:**
The Housekeeping Aide performs special cleaning projects as well as daily cleaning duties in accordance with standard procedures of the housekeeping department and with hospital objectives. An employee uses cleaning equipment, including automatic floor machines, commercial vacuums, wet mops, large wringers and other necessary equipment, tools, chemicals and supplies. The Housekeeping Aide will dry and wet mop floors, scrub and buff floors with rotot and other machines, vacuum carpets to clean and control bacteria, transport trash from utility rooms and other collection points to incinerator, compactor, or pick-up area, perform special cleaning of induction units, walls, lighting fixtures, and windows, both inside and outside, move furniture and set up meeting rooms. This Aide collects soiled linen, assists in cleaning emergency spills that are observed or as requested, maintains assigned equipment for cleanliness and requests repairs when needed, reports need for repairs to hospital equipment, furniture, building and fixtures, assists in moving patients in case of fire, disaster or emergency evacuation, and assists security personnel in restraining disturbed patients in psychiatric wards.

**Education:** High School Diploma  
**Years of Experience:** 1 Year

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**JANITOR:**
The Janitor cleans and keeps in an orderly condition factory working areas and washrooms, or premises of an office, apartment house, or commercial or other establishment. Duties involve a combination of the following: Sweeping, mopping or scrubbing, and polishing floors; removing chips, trash, and other refuse; dusting equipment, furniture, or fixtures; polishing metal fixtures or trimmings; providing supplies and minor maintenance services; and cleaning lavatories, showers, and restrooms.

**Excluded are:**
- a. Workers who specialize in window washing.
- b. Housekeeping staff who make beds and change linens as a primary responsibility.
- c. Workers required to disassemble and assemble equipment in order to clean machinery.
- d. Workers who receive additional compensation to maintain sterile facilities or equipment.

**Education:** High School Diploma  
**Years of Experience:** 1-3 Years

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**LABORER, GROUNDS MAINTENANCE**
The Laborer, Grounds Maintenance maintains grounds of industrial, commercial or public property such as buildings, camp and picnic grounds, parks, playgrounds, greenhouses, and athletic fields, and repairs structures and equipment, performing one or more of the following tasks: cut grass, using walking-type or riding mowers (less than 2000 lbs.), trim hedges and edges around walks, flowerbeds, and wells, using hedge trimmers, clippers and edging tools, prunes shrubs and trees to shape and improve growth, using shears and other hand tools, sprays lawn, shrubs, and trees with fertilizer or insecticide. Job duties also include the following: planting grass, flowers, trees, and shrubs, watering lawn and shrubs during dry periods, using hose or activating sprinkler system, picks up and burns or carts away leaves, paper or other litter; removing snow from walks, driveways, roads, or parking lots, using shovel and snow blower, spreads salt on walkways and other areas, repairing and painting fences, gates, benches, tables, guardrails, and outbuildings. This Worker assists in repair of roads, walks, buildings, and mechanical equipment, and may clean comfort stations, offices workshop areas, and parking lots by sweeping, washing, mopping and polishing.

**Education:** High School Diploma  
**Years of Experience:** 1 Year

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**MAID OR HOUSEMAN:**
The Maid or Houseman cleans rooms and other premises of hotel, motel, tourist home, or other lodging facility, performing any combination of the following tasks: dusting and cleaning Venetian blinds, furniture, and other...
surfaces, sorts, counts, folds, marks, or carries linens. The Maid or Houseman turns mattresses and makes beds, moves and arranges furniture and hangs drapes, cleans and polishes metalwork and porcelain bathroom fixtures, spot-cleans walls and windows, empties wastebaskets and removes trash, removes soiled linens for laundering, replenishes room supplies, and reports needed repairs to equipment, furniture, building and fixtures.

**Education:** High School Diploma  **Years of Experience:** 1 Year

**TRACTOR OPERATOR:**
The Tractor Operator drives gasoline or diesel powered tractor to: move materials, draw implements, tow trailers, pull out objects embedded in ground, or pull cable of winch to raise, lower, or load heavy material or equipment. The Tractor Operator fastens attachments such as graders, plows, rollers, mowers (over 2000 lbs.), backhoes, seeders, and disc harrows to tractor, adjusts equipment for proper operation, lubricates and makes minor repairs to tractor and attachments such as tightening bolts, and replacing washers, cotter pins, and screws.

**Education:** High School Diploma  **Years of Experience:** 1 Year

### Health Occupations

**MEDICAL ASSISTANT**
The Medical Assistant assists physicians in examination and treatment of patients, and performs clerical tasks related to administration of office. The Medical Assistant prepares treatment rooms for examination of patient. Interviews patient and checks pulse, temperature, blood pressure, weight and height, drapes patient with covering correctly positions instruments and equipment, hands instruments and materials to doctor as directed, collects and prepares specimens for shipment to medical laboratories, takes electrocardiograms, telephones prescriptions to pharmacy, and authorizes refills as directed. This person schedules appointments, arranges for hospital admission and laboratory services, receives money for bills, completes insurance forms, maintains financial records, and records and files patient charts and medical records. Medical Assistants may use computer to perform administrative duties.

**Education:** High School Diploma & Certification  **Years of Experience:** 1-3 Years

**MEDICAL LABORATORY TECHNICIAN**
The Medical Laboratory Technician (Clinical Laboratory Assistant, Registered Medical Technician) performs a variety of routine tests and laboratory procedures in a medical laboratory for use in diagnosis and treatment of disease. This technician conducts urinalyses, clinical chemistry tests and blood counts, prepares tissue samples for study by medical technologist or pathologist, prepares chemical reagent stains and solutions tends automatic equipment to prepare specimens and perform analytic tests, makes preliminary identification of bacterial cultures subject to confirmation of supervisor, maintains laboratory stock of chemicals and glassware, and may collect specimens from patients.

**Education:** High School Diploma & Certification  **Years of Experience:** 1-3 years

**MEDICAL RECORD CLERK:**
The Medical Record Clerk compiles, verifies, and files medical records of hospital or clinic patients and compiles statistics for use in reports and surveys, prepares folders and maintains records of newly admitted patients. reviews contents of patients' medical record folders, assembles into standard order, and files according to established procedure, reviews inpatient and emergency room records to insure presence of required reports and physicians' signatures, and routes incomplete records to appropriate personnel for completion or prepares reports of incomplete records to notify administration, checks list of discharged patients to insure receipt of all current records, compiles daily and periodic statistical data, such as admissions, discharges, deaths, births, and types of treatment rendered. This technician will also record diagnoses and treatments, including operations performed, for use in completing hospital insurance billing forms maintain death log, type and process birth certificates, assist other workers with coding of records, make copies of medical records, using duplicating equipment, and may schedule and post results of laboratory tests to records.

**Education:** High School Diploma  **Years of Experience:** 1-3 Years

**MEDICAL RECORD TECHNICIAN (Medical Record Administrator):**
The Medical Record Technician (Medical Record Administrator) maintains medical records of hospital and clinic patients, reviews medical records for completeness and accuracy, codes diseases, operations, diagnoses and
treatments, compiles medical care and census data for statistical reports, and maintains indexes on patient, disease, 
operation, and other categories. The Medical Record Technician directs routine operation of medical record 
department, files, or directs Medical Record Clerk to file, patient records, maintains flow of medical records and 
reports to departments, and may assist medical staff in special studies or research.

**Education:** Technical Certificate

**Years of Experience:** 1-3 Years

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**Laundry, Dry Cleaning, ETC.**

**COUNTER ATTENDANT (Service Establishment Attendant):**
The Counter Attendant (Service Establishment Attendant) performs the following job tasks: receiving clothing 
articles, examining articles to determine nature of repair and advising customer of repairs, quoting prices and 
preparing work tickets, sending articles to appropriate departments, returning finished articles to customers and 
collecting amount due. This Attendant may keep records of cash receipts and articles received and delivered and 
may sell articles such as cleaner, polish, shoelaces, and accessories.

**Education:** High School Diploma

**Years of Experience:** 1 Year

**DRY CLEANER:**
Work involves most of the following: knowledge of cleaning processes, fabrics, and colors, placement of sorted 
articles in drum of cleaning machine, operation of valves to admit cleaning fluids into drum of machine, starting of 
the drum, allowance of the drum it to rotate until articles are cleaned and removal of articles from machine, and the 
raining and filtering of cleaning fluid. In addition, the Dry Cleaner may operate an extractor or tumbling machine or 
place articles in a cabinet dryer.

**Education:** High School Diploma

**Years of Experience:** 1 Year

**TAILOR:**
A Tailor fits, marks, alter and repair clothing, takes measurements from or fits garment to customer to determine 
type and extent of cutting required, and marks garment accordingly. Job requirements are to: insert or eliminate 
padding in shoulders, taper seams without distorting the drape and proportions of the garment, re-sew garment using 
needle and thread or sewing machine, repair or replace defective garment parts such as snaps, zippers, buttons, 
buckles, pockets, pocket flaps and coat linings, shorten or lengthen sleeves or legs; expands or narrows waist and 
chest, raises or lowers collar, and sets sleeves to armholes. The Tailor maintains adequate stock of supplies, 
equipment and working area, and may supervise activities of sewing machine operator or other related workers.

**Education:** Technical Certificate

**Years of Experience:** 2-3 Years

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**Machine Tool Services**

**MACHINE-TOOL OPERATOR (TOOLROOM):**
Someone in this position specializes in operating one or more than one type of machine tool (e.g., jig borer, grinding 
machine, engine lathe, milling machine) to machine metal for use in making or maintaining jigs, fixtures, cutting 
tools, gauges, or metal dies or molds used in shaping or forming metal or nonmetallic material (e.g., plastic, plaster, 
rubber, glass). Work typically involves: planning and performing difficult machining operations which require 
complicated setups or a high degree of accuracy, setting up machine tool or tools (e.g., installing cutting tools and 
adjusting guides, stops, working tables, and other controls to handle the size of stock to be machined. The Machine Tool Operator determines proper feeds, speeds, tooling, and operation sequence or selects those 
prescribed in drawings, blueprints, or layouts). Work also involves using a variety of precision measuring 
instruments, making necessary adjustments during machining operation to achieve requisite dimensions to very 
close tolerances. This worker may be required to select proper coolants and cutting and lubricating oils to recognize 
when tools need dressing, and to dress tools. In general, the work of a Machine-Tool Operator (Tool room) at the 
skill level called for in this classification, requires extensive knowledge of machine shop and tool room practice 
usually acquired though considerable on-the-job training and experience.

**Education:** Technical Certificate

**Years of Experience:** 1-3 Years

**TOOL AND DIE MAKER:**
The Tool and Die Maker constructs and repairs jigs, fixtures, cutting tools, gauges, or metal dies or molds used in 
shaping or forming metal or nonmetallic material (e.g., plastic, plaster, rubber, glass). Work typically involves:
planning and laying out work according to models, blueprints, drawings, or other written or oral specifications, understanding the working properties of common metals and alloys, selecting appropriate materials, tools, and processes required to complete task, making necessary shop computations, and setting up and operating various machine tools and related equipment. Work for someone in this position also involves using various Tool and Die Maker's hand tools and precision measuring instrument, working to very close tolerances, heat-treating metal parts and finished tools and dies to achieve required qualities, and fitting and assembling parts to prescribed tolerances and allowances. In general, the Tool and Die Maker's work requires rounded training in machine shop and tool room practice usually acquired through formal apprenticeship or equivalent training and experience.

**Materials Handling/Packing Service**

**FORKLIFT OPERATOR:**
The Forklift Operator operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds within a warehouse, manufacturing plant, or other establishment.

**Education:** Technical Certificate  **Years of Experience:** 3-5 Years

**MATERIAL COORDINATOR**
The Material Coordinator coordinates and expedites flow of material, parts, and assemblies within or between departments in accordance with production and shipping schedules or department supervisors' priorities. In this job, the Material Coordinator reviews production schedules and confers with department supervisors to determine material required or overdue and to locate material, requisitions material and establishes delivery sequences to departments according to job order priorities and anticipated availability of material; arranges for in-plant transfer of materials to meet production schedules, and with department supervisors for repair and assembly of material and its transportation to various departments, and examines material delivered to production departments to verify if type specified.

This Worker may monitor and control movement of material and parts along conveyor system, using remote-control panel board, compute amount of material needed for specific job orders, applying knowledge of product and manufacturing processes and using adding machine; compile report of quantity and type of material on hand, move or transport material from one department to another, using hand or industrial truck; may compile perpetual production records in order to locate material in process of production, using manual or computerized system, and maintain employee records.

**Education:** AA Degree  **Years of Experience:** 2-3 Years

**MATERIAL EXPEDITER:**
The Material Expediter executes the following: locates and moves materials and parts between work areas of plant to expedite processing of goods, according to pre-determined schedules and priorities, and keeps related record, reviews production schedules inventory reports, and work orders to determine types, quantities, and availability of required material and priorities of customer orders, confers with department supervisors to determine materials overdue and to inform them of location, availability, and condition of materials, locates and moves materials to specified production areas, using cart or hand truck, and records quantity and type of materials distributed and on hand. Work may include the following tasks: directing Power-Truck Operator or Material Handling Laborer to expedite movement of materials between storage and production areas, compare work ticket specifications with material at work stations to verify appropriateness of material in use, prepare worker production records and timecards, and may update and maintain inventory records, using computer terminal.

**Education:** AA Degree  **Years of Experience:** 3-5 Years

**MATERIAL HANDLING LABORER:**
This person will perform physical tasks to transport or store materials or merchandise. Duties involve one or more of the following: manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow.

**Excluded from this definition are workers whose primary function involves:**

a. Participating directly in the production of goods (e.g., moving items from one production station to another or placing them on or removing them from the production process);

b. Stocking merchandise for sale;
c. Counting or routing merchandise;
d. Operating a crane or heavy-duty motorized vehicle such as forklift or truck;
e. Loading and unloading ships (alongshore workers);
f. Traveling on trucks beyond the establishment's physical location to load or unload merchandise.

Education: High School Diploma   Years of Experience: 1-3 Years

ORDER FILLER:
The Order Filler fills shipping or transfer orders for finished goods from stored merchandise in accordance with specifications on sales slips, customers' orders, or other instructions. This worker may, in addition to filling orders and indicating items filled or omitted, keep records of outgoing orders, requisition additional stock or report short supplies to supervisor, and perform other related duties.

Education: High School Diploma   Years of Experience: 1-3 Years

SHIPPING PACKER:
Someone in this position prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers, and may involve one or more of the following: knowledge of various items of stock in order to verify content, selection of appropriate type and size of container, inserting enclosures in container; using excelsior or other material to prevent breakage or damage, closing and sealing container, and applying labels or entering identifying data on container.

Exclude packers who also make wooden boxes or crates.

Education: High School Diploma   Years of Experience: 1 Year

SHIPPING/RECEIVING CLERK:
The Shipping/Receiving Clerk performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, this worker follows established guidelines. In handling unusual non-routine problems, this worker receives specific guidance from supervisor or other officials. This incumbent may direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. Shipping duties typically involve the following: verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles, and preparing and keeping records of goods shipped, e.g., manifests, bills of lading. Receiving duties typically involve the following: verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records, checking for damaged goods, insuring that goods are appropriately identified for routing to departments within the establishment, and preparing and keeping records of goods received.

Education: High School Diploma   Years of Experience: 1-3 Years

STORE WORKER I:
The Store Worker I will perform the following tasks at an establishment whose primary function is that of the resale of merchandise in a retail environment, move merchandise by use of non-motorized equipment that is intended for display and resale purposes include the cleaning of merchandise on or in display fixtures utilizing various merchandise techniques common to retail trade. Merchandise may be displayed by a predetermined placement system using labels or other identifying marks. This worker will maintain the display sales area by straightening merchandise to give a neat, full, and salable appearance, removing damaged or outdated merchandise, and displaying merchandise in such a manner to maintain freshness and sale dates, may determine display or sale requirements from existing inventory, may be required to keep inventory forms of merchandise stocked and merchandise returned to storage, may be required to affix labels to merchandise indicating sale price, item description, or other information, and may be required to offer customer or patron assistance with the location or selection of merchandise.

Note: this class excludes any work performed in a warehouse, see warehousing classifications.

Education: High School Diploma   Years of Experience: 1 Year
STOCK CLERK (Shelf Stocker; Store Worker II):
The Stock Clerk receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. This worker sorts, or weighs incoming articles to verify receipt of items on requisition or invoice, examines stock to verify conformance to specifications, stores articles in bins, on floor or on shelves, according to identifying information, such as style, size or type of material, fills orders or issues supplies from stock, prepares periodic, special or perpetual inventory of stock, and requisitions articles to fill incoming orders. This worker also compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments, may mark identifying codes, figures, or letters on articles, may distribute stock among production workers, keeping records of material issued, may make adjustments or repairs to articles carried in stock, and may cut stock to site to fill order.

Education: High School Diploma    Years of Experience: 2-3 Years

TOOLS AND PARTS ATTENDANT (Tool Crib Attendant):
This incumbent receives, stores, and issues hand tools, machine tools, dies, replacement parts, shop supplies and equipment, such as measuring devices, in an industrial establishment. The Tools and Parts Attendant does the following: keeps records of tools issued to and returned by workers, searches for lost or misplaced tools, prepares periodic inventory or keeps perpetual inventory and requisitions stock as needed, unpacks and stores new equipment; visually inspects tools or measures with micrometer for wear or defects and reports damaged or worn-out equipment to superiors; may coat tools with grease or other preservative, using a brush or spray gun, and may attach identification tags or engrave identifying information on tools and equipment using electric marking tool.

Education: High School Diploma    Years of Experience: 2-3 Years

WAREHOUSE SPECIALIST (Warehouse Worker):
As directed, the Warehouse Specialist performs a variety of warehousing duties that require an understanding of the establishment's storage plan. Work involves most of the following: verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages, routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods, rearranging and taking inventory of stored materials, examining stored materials and reporting deterioration and damage, removing material from storage and preparing it for shipment. This worker may operate hand or power trucks in performing warehousing duties.

Note: Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

Education: High School Diploma    Years of Experience: 2-3 Years

Mechanics, Maintenance & Repair

AIRCRAFT MECHANIC I:
The Aircraft Mechanic I troubleshoots malfunctions in aircraft structure, landing gear, flight surfaces and controls, anti-icing, pneudraulic, engines, auxiliary power unit, and ventilation and heating systems. This mechanic repairs, replaces, and rebuilds aircraft structures, such as wings and fuselage, and functional components including rigging, surface controls, and plumbing and hydraulic units, using hand tools, power tools, machines, and equipment such as shears, sheet metal brake, welding equipment, rivet gun, and drills. This worker reads and interprets manufacturers' and airline's maintenance manuals, service bulletins, technical data, engineering data, and other specifications to determine feasibility and method of repairing or replacing malfunctioning or damaged components. This mechanic performs 100-hour, progressive, isochronal, phase, periodic, and other hourly or calendar inspections, examines reciprocating engines for cracked cylinders and oil leaks, and listens to operating engine to detect and diagnose malfunctions, such as sticking or burnt valves, inspects jet engines and components for cracks, corrosion, foreign object damage, burned areas, distortions, security, warping, wear, and missing segments. Inspects jet engine turbine blades to detect cracks, distortion, corrosion, burn-out, security, or breaks, tests engine operation, using testing equipment, such as ignition analyzer, compression checker, distributor timer, ammeter, and jet calibration (Jetcal) tester, to locate source of malfunction. Work involves: replacing or repairing worn or damaged components, such as carburetors, alternators, magnetos, fuel controls, fuel pumps, oil pumps, and engine mounted gearboxes, and compressor bleed valves using hand tools, gauges, and testing equipment; removing engine from aircraft, using hoist or forklift truck, disassembling and inspecting parts for wear, cracks, security, or other defects, and repairing or
Replacing defective engine parts and reassembles and installs engine in aircraft. Job duties require that this mechanic: adjusts, repairs, or replaces electrical wiring system and aircraft accessories, performs preflight, thru-flight, and post-flight maintenance inspections, performs miscellaneous duties to service aircraft, including flushing crankcase, cleaning screens and filters, greasing moving parts, and checking brakes. This incumbent supervises the jacking and towing of aircraft, enters in the maintenance records description of the work performed and verifies the work was performed satisfactorily, may service engines and airframe components at line station making repairs, short of overhaul, required to keep aircraft in safe operating condition, may specialize in work, repair and modification of structural, precision, and functional spare parts and assemblies, and may specialize in engine repair. This worker may be required to be licensed by Federal Aviation Administration.

**Education:** Technical Certificate  **Years of Experience:** 2-3 Years

**AIRCRAFT MECHANIC II:**
This mechanic maintains repairs and modifies aircraft structures and structural components of moderate difficulty, maintains and repairs aircraft components including but not limited to flight controls, engines, hydraulics, pneumatics, fuel systems, and mechanical components, applies technical knowledge of airframe and power plant systems in determining equipment malfunctions and applies required expertise in restoring equipment condition and operation, and applies comprehensive technical expertise to solve moderate to complex problems by interpreting technical documentation such as; blueprints or manufacturers’ manuals. Job requirements: must have a thorough knowledge of aircraft mechanical component troubleshooting, repair procedures and replacement of parts, requires broad knowledge of aircraft sheet metal/structural modifications and repair, must have basic knowledge of electrical theory, must have thorough knowledge of aircraft unique tools such as test equipment, torque wrenches, dial indicators, micrometers, sheet metal brakes and sheers. This job requires working knowledge of technical publications. The incumbent receives technical guidance, as required, from supervisor or higher-level technician, and may be required to make entries in aircraft logs and records. Must be able to prioritize workload to maintain schedules on assigned projects.

**Education:** Technical Certificate  **Years of Experience:** 3-5 Years

**AIRCRAFT MECHANIC III:**
A person in this position does the following; maintains repairs and modifies aircraft structures, structural components and engines of complex to extreme difficulty, maintains and repairs aircraft components including but not limited to flight controls, engines, hydraulics, pneumatics, fuel systems and mechanical components, and applies technical knowledge of airframe and power plant systems in determining equipment malfunctions and applies technical expertise in restoring equipment condition and operation.

**Education:** AA Degree, Technical Certificate  **Years of Experience:** 5-7 Years

**AIRCRAFT MECHANIC HELPER (Airframe and Power plant Mechanic Helper):**
The person assists Aircraft Mechanic in servicing, repairing and overhauling aircraft and aircraft engines, performing any combination of the following duties: adjusts and replaces parts such as control cables, fuel tanks, spark plugs, tires, batteries and filters, using mechanic's tools, removes inspection plates, cowling, engine covers, floor boards and related items to provide access for inspection and repair, and replaces items when work is completed, assists in towing and jacking aircraft, and disconnects instruments, ignition systems, and fuel and oil lines. This mechanic assists in dismantling, repairing, overhauling or replacing parts and assemblies such as engines, plumbing and hydraulic systems, and aircraft structural sections, performs routine duties such as furnishing materials, tools and supplies to mechanic; lifting and holding materials in place during operation; cleaning work areas and machines, tools and equipment, cleans aircraft, interior and exterior parts and assemblies with solvents or other cleaning solutions, assists in jacking and towing aircraft; Inflates tires, fills gasoline tanks and oil reservoirs, and greases aircraft, using grease gun, and may assist flight line mechanic, worker, or servicer in servicing and repairing aircraft prior to flight.

**Education:** High School Diploma  **Years of Experience:** 1-3 Years

**AIRCRAFT SERVICER (Airport Utility Worker)**
The Aircraft Servicer (Airport Utility Worker) services aircraft, performing any combination of the following tasks, directs incoming and outgoing aircraft near terminal or flight line parking area to assist pilot's maneuvering of the
aircraft on ground, using hand or light signals or drives light truck with guiding sign, and secures aircraft in parking position with blocks, stakes, and tie downs.

The Aircraft Servicer (Airport Utility Worker) does the following tasks: operates service vehicles to replenish fuel, oil, water, waste system chemicals, oxygen, hydraulic fluid, and to remove waste, enters in the maintenance records description of the servicing performed, checks for fuel contamination by draining sumps and fuel drains; operates ground support equipment such as electrical power supply and engine starting units, examines tires for specified air pressure and condition, assists in jacking and towing aircraft, removes and replaces defective tires, positions and removes boarding platforms to unload or load aircraft passengers, unloads and loads luggage and cargo, using tow truck with luggage carts, and cleans exterior or interior of aircraft, using portable platform ladders, brushes, rags, water hose, and vacuum. The Aircraft Servicer may de-ice aircraft wings and assemblies, load and unload containers of food, beverages, and dishes for in-flight meal services, trace lost luggage for customers and prepare lost baggage claims, and install drag chutes or retrieve them and send them to parachute shop for repacking.

**Education:** Technical Certificate  
**Years of Experience:** 2-3 Years

**AIRCRAFT WORKER:**
The Aircraft Worker makes repairs to aircraft following orders of higher grade worker, assists in troubleshooting malfunctions in aircraft structure, landing gear, flight surfaces and controls, anti-icing, pneumatic, engines, auxiliary power unit, and ventilation and heating systems, removes, cleans, reinstalls, or replaces defective parts, accessories, and components such as worn gaskets, couplings, and fittings, bad actuators, accumulators, gauges, sections of corroded fuel and oil lines, This worker may supervise the jacking and towing of aircraft, makes adjustments and settings such as cable tension and seat movement settings and adjustments; obtains standard parts such as fuel and oil line connections and fittings, cable linkage, and spark plug cables and harnesses by referring to parts manuals and by making comparisons with samples, may perform pre-flight, thru-flight, and post-flight maintenance inspections, enter in the maintenance records description of the work performed, and services engines and aircraft components at line station making repairs, short of overhaul required to keep aircraft in safe operating condition.

**Education:** High School Diploma, Technical Certificate  
**Years of Experience:** 2-3 Years

**APPLIANCE MECHANIC:**
The Appliance Mechanic installs, services and repairs stoves, refrigerators, dishwashing machines, and other electrical household or commercial appliances, using hand tools, test equipment and following wiring diagrams and manufacturer's specifications. This person connects appliance to power source and test meters, such as wattmeter, ammeter, or voltmeter, observes readings on meters and graphic recorders, examines appliance during operating cycle to detect excess vibration, overheating, fluid leaks and loose parts, and disassembles appliances and examines mechanical and electrical parts. The worker traces electrical circuits, following diagram and locates shorts and grounds, using ohmmeter, calibrates timers, thermostats and adjusts contact points, and cleans and washes parts, using wire brush, buffer, and solvent to remove carbon, grease and dust. This person replaces worn or defective parts, such as switches, pumps, bearings, transmissions, belts, gears, blowers and defective wiring, repairs and adjusts appliance motors, reassembles appliance, adjusts pulleys and lubricates moving parts, using hand tools and lubricating equipment.

**Education:** Technical Certificate  
**Years of Experience:** 2-3 Years

**CARPENTER, MAINTENANCE:**
The Carpenter, Maintenance performs the carpentry duties necessary to maintain in good repair building woodwork and equipment such as bins, cribs, counters, benches, partitions, doors. Work involves most of the following: planning and laying out of work from blueprints, drawings, models, or verbal instructions, using a variety of carpenter's hand tools, portable power tools and standard measuring instruments, and making standard shop computations relating to dimensions of work; and selecting materials necessary for the work. In general, the work of the maintenance carpenter requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

**Education:** Technical Certificate  
**Years of Experience:** 2-3 Years

**ELECTRICIAN, MAINTENANCE:**
An Electrician performs a variety of electrical trade functions such as the installation, maintenance, or repair of equipment for the generation, distribution, or utilization of electric energy. Work involves most of the following:
installing or repairing any of a variety of electrical equipment such as generators, transformers, switchboards, controllers, circuit breakers, motors, heating units, conduit systems, or other transmission equipment; working from blueprints, drawings, layouts, or other specifications, locating and diagnosing trouble in the electrical system or equipment, working standard computations relating to load requirements of wiring or electrical equipment, and using a variety of electrician's hand tools and measuring and testing instruments. In general, the work of the maintenance electrician requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

Education: Technical Certificate  Years of Experience: 1-3 Years

ELECTRONICS TECHNICIAN MAINTENANCE I:
The Electronics Technician Maintenance I applies basic technical knowledge to perform simple or routine tasks following detailed instructions, performs such tasks as replacing components, wiring circuits, repairing simple electronic equipment; and taking test readings using common instruments such as digital multi-meters, signal generators, semiconductor testers, curve tracers, and oscilloscopes. This person works under close supervision receiving technical guidance from supervisor or higher-level technician. Work is checked frequently for accuracy.

Education: Technical Certificate  Years of Experience: 1-3 Years

ELECTRONICS TECHNICIAN MAINTENANCE II:
The Electronics Technician Maintenance II applies basic and some advanced technical knowledge to solve routine problems by interpreting manufacturers' manuals or similar documents. Work requires familiarity with the interrelationships of circuits and judgment in planning work sequence, in selecting tools, testing instruments, and is reviewed for compliance with accepted practices. This technician works under immediate supervision and achieves technical guidance, as required, from supervisor or higher-level technician.

Education: Technical Certificate  Years of Experience: 3-5 Years

ELECTRONICS TECHNICIAN MAINTENANCE III:
The Electronics Technician Maintenance III applies advanced technical knowledge to solve complex problems that typically cannot be solved solely by referencing manufacturers’ manuals or similar documents. Examples of such problems include determining the location and density of circuitry, evaluating electromagnetic radiation, isolating malfunctions, and incorporating engineering; changes. Work typically requires an understanding of the interrelationships of circuits, exercising independent judgment in performing such tasks as making circuit analyses, calculating wave forms, and tracing relationships in signal flow, using complex test instruments such as high frequency pulse generators, frequency synthesizers, distortion analyzers, and complex computer control equipment. Work may be reviewed by supervisor for general compliance with accepted practices. This position may provide technical guidance to lower level technicians.

Education: Technical Certificate  Years of Experience: 5-7 Years

GENERAL MAINTENANCE WORKER:
The General Maintenance Worker performs general maintenance and repair of equipment and buildings requiring practical skill and knowledge (but not proficiency) in such trades as painting, carpentry, plumbing, masonry, and electrical work. Work involves a variety of the following duties: replacing electrical receptacles, wires, switches, fixtures, and motors, using plaster or compound to patch minor holes and cracks in walls and ceilings, repairing or replacing sinks, water coolers, and toilets painting structures and equipment; repairing or replacing concrete floors, steps, and sidewalks, replacing damaged paneling and floor tiles, hanging doors and installing door locks, replacing broken window panes, and performing general maintenance on equipment and machinery.

Excluded are: a. Craft workers included in a formal apprenticeship or progression program based on training and experience; b. Skilled craft workers required to demonstrate proficiency in one or more trades; c. Workers performing simple maintenance duties not requiring practical skill and knowledge of a trade (e.g., changing light bulbs and replacing faucet washers).

Education: Technical Certificate  Years of Experience: 1-3 Years

GROUND SUPPORT EQUIPMENT MECHANIC:
The Ground Support Equipment Mechanic diagnoses malfunctions and repairs Ground Support Equipment (GSE), advises and trains lower grade workers on diagnosis and repair of less complex repair/maintenance problems,
inspects and approves completed maintenance actions, solves repair problems by studying drawings, wiring diagrams and schematics, and technical publications; uses automated maintenance data systems to monitor maintenance trends, analyze equipment requirements, maintain equipment records, and document maintenance actions, and analyzes, diagnosis, and repairs GSE using conventional and digital multi-meters, voltimeters, ohmmeters, frequency counters, oscilloscopes, circuit card testers, transistor testers, and hand tools. This mechanic maintains external fuel and grounding systems, performs scheduled and unscheduled maintenance on GSE, inspects, tests, and operates GSE to determine equipment serviceability and proper operation, services equipment with fuel, oil, water, coolant, hydraulic fluid, refrigerant, and compressed air, diagnoses mechanical and electronic circuitry malfunctions using visual and auditory senses, test equipment, and technical publications. This work also does the following: disassembles and assembles malfunctioning GSE accessories and components, removes, disassembles repairs, cleans, treats for corrosion, assembles, and reinstalls GSE components and accessories, stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and federal environmental standards and regulations. This mechanic prepares GSE for storage and mobility deployment; and operates, cleans, inspects, and services GSE towing vehicles. In addition to maintaining vehicle records, this mechanic maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, practices good housekeeping, tool control, Foreign Object Damage prevention, and safety at all times.

**Education:** Technical Certificate   **Years of Experience:** 2-3 Years

**HEATING, VENTILATION, AND AIR-CONDITIONING MECHANIC:**
The Heating, Ventilation, and Air-Conditioning Mechanic installs, services and repairs environmental-control systems in residences, department stores, office buildings, and other commercial establishments, utilizing knowledge of refrigeration theory, pipefitting and structural layout, mounts compressor and condenser units on platform or floor, using hand tools, following blueprints or engineering specifications, fabricates, assembles and installs ductwork and chassis parts, using portable metalworking tools and welding equipment, and installs evaporator unit in chassis or in air-duct system, using hand tools. This mechanic also cuts and bends tubing to correct length and shape, using cutting and bending equipment and tools, cuts and threads pipe, using machine-threading or hand-threading equipment, joins tubing or pipes to various refrigerating units by means of sleeves, couplings or unions, and solders joints, using torch, forming complete circuit for refrigerant, installs expansion and discharge valves in circuit. This worker connects motors, compressors, temperature controls, humidity controls, and circulating ventilation fans to control panels and connects control panels to power source; installs air and water filters in completed installation, injects small amount of refrigerant into compressor to test systems and adds Freon gas to build up prescribed operating pressure. This mechanic observes pressure and vacuum gauges and adjusts controls to insure proper operation, tests joints and connections for gas leaks, using gauges or soap-and-water solution, wraps pipes in insulation batting and secures them in place with cement or wire bands, replaces defective breaker controls, thermostats, switches, fuses and electrical wiring to repair installed units, may install, repair and service air conditioners, ranging from fifteen to twenty tons cooling capacity in warehouses and small factory buildings.

**Education:** Technical Certificate   **Years of Experience:** 1-3 Years

**HEAVY EQUIPMENT MECHANIC:**
The Heavy Equipment Mechanic analyzes malfunctions and repairs, rebuilds and maintains power equipment, such as cranes, power shovels, scrapers, paving machines, motor graders, trench-digging machines, conveyors, bulldozers, dredges, pumps, compressors and pneumatic tools. This worker operates and inspects machines or equipment to diagnose defects, dismantles and reassembles equipment, using hoists and hand tools, examines parts for damage or excessive wear, using micrometers and gauges, replaces defective engines and subassemblies, such as transmissions, and tests overhauled equipment to insure operating efficiency. The mechanic welds broken parts and structural members, may direct workers engaged in cleaning parts and assisting with assembly and disassembly of equipment, and may repair, adjust and maintain mining machinery, such as stripping and loading shovels, drilling and cutting machines, and continuous mining machines.

**Education:** Technical Certificate   **Years of Experience:** 3-5 Years

**HEAVY EQUIPMENT OPERATOR:**
The Heavy Equipment Operator operates heavy equipment such as cranes, clamshells, power shovels, motor graders, heavy loaders, carryalls, bulldozers, rollers, scrapers, and large industrial tractors with pan or scraper
attachments. Equipment is used to excavate, load, or move dirt, gravel, or other materials. Operator may read and interpret grade and slope stakes and simple plans, and may grease, adjust and make emergency repairs to equipment.

**Education: Technical Certificate**  
**Years of Experience: 3-5 Years**

**INSTRUMENT MECHANIC:**
The Instrument Mechanic installs, repairs, maintains, and adjusts indicating, recording, telemetering, and controlling instruments used to measure and control variables, such as pressure, flow, temperature, motion, force, and chemical composition, using hand tools and precision instruments. This worker disassembles malfunctioning instruments, examines and tests mechanism and circuitry for defects; troubleshoots equipment in or out of control system and replaces or repairs defective parts, reassembles instrument and tests assembly for conformance with specifications, using instruments, such as potentiometer, resistance bridge, manometer, and pressure gauge; inspects instruments periodically, and makes minor calibration adjustments to insure functioning within specified standards. This mechanic may adjust and repair final control mechanisms, such as automatically controlled valves or positioners, and may calibrate instruments according to established standards.

**Education: Technical Certificate**  
**Years of Experience: 3-5 Years**

**LABORER:**
The Laborer performs tasks that require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: The Laborer loads and unloads trucks, and other conveyances, moves supplies and materials to proper location by wheelbarrow or hand truck; stacks materials for storage or binning, collects refuse and salvageable materials, and digs, fills, and tamps earth excavations, The Laborer levels ground using pick, shovel, tamper and rake, shovels concrete and snow; cleans culverts and ditches, cuts tree and brush; operates power lawnmowers, moves and arranges heavy pieces of office and household furniture, equipment, and appliance, moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment, spreads sand and salt on icy roads and walkways, and picks up leaves and trash.

**Education: High School Diploma**  
**Years of Experience: 1-2 Years**

**MACHINERY MAINTENANCE MECHANIC:**
The Machinery Maintenance Mechanic repairs machinery or mechanical equipment. Work involves most of the following: examining machines and mechanical equipment to diagnose source of trouble, dismantling or partly dismantling machines and performing repairs that mainly involve the use of hand tools in scraping and fitting parts. Responsibilities include replacing broken or defective parts with items obtained from stock, and ordering the production of a replacement part by a machine shop or sending the machine to a machine shop for major repairs. Duties also include preparing written specifications for major repairs or for the production of parts ordered from machine shops, reassembling machines and making all necessary adjustments for operation. In general, the work of a Machinery Maintenance Mechanic requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

**Excluded from this classification are workers whose primary duties involve setting up or adjusting machines.**

**Education: Technical Certificate**  
**Years of Experience: 1-3 Years**

**MACHINIST, MAINTENANCE:**
The Machinist, Maintenance produces replacement parts and new parts in making repairs of metal parts of mechanical equipment. Work involves most of the following: interpreting written instructions and specifications, planning and laying out of work, using a variety of machinist's hand tools and precision measuring instruments, setting up and operating standard machine tools. This incumbent is responsible for the shaping of metal parts to close tolerances, making standard shop computations relating to dimensions of work, tooling, feeds, and speeds of machining; knowledge of the working properties of the common metals, selecting standard materials, parts, and equipment required for this work; and fitting and assembling parts into mechanical equipment. In general, the machinist's work normally requires a rounded training in machine-shop practice, usually acquired through a formal apprenticeship or equivalent training and experience.

**Education: Technical Certificate**  
**Years of Experience: 1-3 Years**

**MAINTENANCE TRADES HELPER:**
The Maintenance Trades Helper assists one or more workers in the skilled maintenance trades by performing specific or general duties of lesser skill such as: keeping a worker supplied with materials and tools, cleaning
working area, machine, and equipment; assisting journeyman by holding materials or tools; and performing other unskilled tasks as directed by journeyman. The kind of work the helper is permitted to perform varies from trade to trade. In some trades the helper is confined to supplying, lifting, and holding materials and tools, and cleaning working areas and in others, the worker is permitted to perform specialized machine operations, or parts of a trade that are also performed by workers on a full-time basis.

**Education:** High School Diploma  
**Years of Experience:** 1-3 Years

**MILLWRIGHT:**
The Millwright installs new machines or heavy equipment, and dismantles and installs machines or heavy equipment when changes in the plant layout are required. Work involves most of the following: planning and laying out work interpreting blueprints or other specifications, using a variety of hand tools and rigging; making standard shop computations relating to stresses, strength of materials, and centers of gravity, aligning and balancing equipment, selecting standard tools, equipment and parts to be used, and installing and maintaining in good order power transmission equipment such as drives and speed reducers. In general, the Millwright's work normally requires a rounded training and experience in the trade acquired through a formal apprenticeship or equivalent training and experience.

**Education:** AA Degree  
**Years of Experience:** 1-3 Years

**PAINTER, MAINTENANCE:**
The Painter, Maintenance paints and redecorates walls, woodwork and fixtures. Work involves the following: knowledge of surface peculiarities and types of paint required for different applications, preparing surface for painting by removing old finish or by placing putty or filler in nail holes and interstices, and applying paint with spray gun or brush. This person may mix colors, oils, white lead and other paint ingredients to obtain proper color or consistency. In general, the work of the maintenance painter requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

**Education:** Technical Certificate  
**Years of Experience:** 1-3 Years

**PIPEFITTER, MAINTENANCE:**
The Pipefitter, Maintenance installs or repairs water, steam, gas or other types of pipe and pipefitting. Work involves most of the following: laying out work and measuring to locate position of pipe from drawings or other written specifications, cutting various sizes of pipe to correct lengths with chisel and hammer, oxyacetylene torch or pipe-cutting machines, threading pipe with stocks and dies. This person is responsible for bending pipe by hand-driven or power-driven machines, assembling pipe with couplings and fastening pipe to hangers, making standard shop computations relating to pressures, flow and size of pipe required; and making standard tests to determine whether finished pipes meet specifications. In general, the work of the Maintenance Pipefitter requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

**Workers primarily engaged in installing and repairing building sanitation or heating systems are excluded.**

**Education:** AA Degree  
**Years of Experience:** 3-5 Years

**PLUMBER, MAINTENANCE:**
The Plumber, Maintenance assembles, installs and repairs pipes, fittings and fixtures of heating, water, and drainage systems, according to specifications and plumbing codes, studies building plans and working drawings to determine work aids required, and sequence of installations. This worker inspects structure to ascertain obstructions to be avoided to prevent weakening of structure resulting from installation of pipe, and locates and marks position of pipe and pipe connections and passage holes for pipes in walls and floors. This worker cuts openings in walls and floors to accommodate pipe and pipe fittings, using hand tools and power tools, cuts and threads pipe, using pipe cutters, cutting torch, and pipe-threading machine, bends pipe to required angle by use of pipe-bending machine, or by placing pipe over block and bending it by hand. The Plumber, Maintenance assembles and installs valves, pipe fittings, and pipes composed of metals, such as iron, steel, brass and lead, and nonmetals, such as glass, vitrified clay, and plastic. This person joins pipe by use of screws, bolts, fittings, solder, plastic solvent, and caulks joints, fills pipe system with water or air and reads pressure gauges to determine whether system is leaking, installs and repairs plumbing fixtures, such as sinks, commodes, bathtubs, water heaters, hot water tanks, garbage disposal units, dishwashers, and water softeners. This person repairs and maintains plumbing by replacing washers in leaky faucets, mending burst pipes, and opening clogged drains, and may weld holding fixtures to steel structural members.

**Education:** AA Degree  
**Years of Experience:** 3-5 Years
PNEUDRAULIC SYSTEMS MECHANIC:
The Pneudraulic Systems Mechanic maintains, modifies, and repairs hydraulic and pneumatic systems and components that actuate mechanisms or produce, control, and regulate the flow of fluids (liquids and gases), tests for and isolates malfunctions in hydraulic and pneumatic systems or components, utilizing technical manuals and schematics, and modifies, repairs or disassembles and overhauls systems or components.

Education: Technical Certificate   Years of Experience: 3-5 Years

RIGGER:
A Rigger assembles rigging to lift and move equipment or material in manufacturing plant or shipyard, selects cables, ropes, pulleys, winches, blocks, and sheaves, according to weight and size of load to be moved, attaches pulley and blocks to fixed overhead structures, such as beams, ceilings, and gin pole booms, with bolts and clamps, attaches load with grappling devices, such as loops, wires, ropes and chains, to crane hook, gives directions to Bridge-or-Gantry-Crane Operator or Hoisting Engineer engaged in hoisting and moving loads to insure safety of workers and material handled, using hand signals, loudspeaker, or telephone. The Rigger also sets up, braces, and rigs hoisting equipment, using hand tools and power wrenches, splices rope and wire cables to make or repair slings and tackle, and may direct workers engaged in hoisting machinery and equipment into ships.

Education: Technical Certificate   Years of Experience: 3-5 Years

SCALE MECHANIC:
The Scale Mechanic installs, calibrates, and repairs weighing scales, using hand tools, power tools, and standard test weights, moves scale into position, using hoists and rollers, inserts shims between scale base and foundation to level scale, secures scale to foundation, using hand tools. This worker tests scale, using certified weights, and adjusts pivots, dial settings, and pendulums to ensure that weight indication meets legal specifications, turns setscrews to adjust spring scales, disassembles scales and repairs or replaces worn or damaged parts, such as pivots and bearings. This worker straightens, cleans, and repaints structural parts of scale, and may install, adjust and repair electronically controlled scales.

Education: Technical Certificate   Years of Experience: 1-3 Years

SHEET-METAL WORKER, MAINTENANCE:
The Sheet-Metal Worker, Maintenance fabricates, installs and maintains in good repair the sheet-metal equipment and fixtures (such as machine guards, grease pans, shelves, lockers, tanks, ventilators, chutes, ducts, metal roofing) of an establishment. Work involves most of the following: planning and laying out all types of sheet-metal maintenance work from blueprints, models, or other specifications, setting up and operating all available types of sheet-metal working machines, using a variety of hand tools in cutting, bending, forming, fitting and assembling, and installing sheet-metal articles as required. In general, the work of the maintenance sheet-metal worker requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

Education: High School Diploma   Years of Experience: 3-5 Years

SMALL ENGINE MECHANIC:
The Small Engine Mechanic repairs fractional-horsepower gasoline engines used to power lawnmowers, garden tractors, and similar machines, using hand tools, locates causes of trouble, dismantles engines, using hand tools, and examines parts for defects, replaces or repairs parts, such as rings and bearings, cleans and adjusts carburetor and magneto, starts repaired engines and listens to sounds to test performance.

Education: Technical Certificate   Years of Experience: 1-3 Years

TELECOMMUNICATIONS MECHANIC I:
The Telecommunications Mechanic I installs, removes, maintains, modifies, troubleshoots, and repairs voice and/or non-voice communications systems including intercom and public address systems, alarm systems, teletype equipment, and electronic and electromechanical telephone key systems/PBAXs; terminal and communications equipment, including line drivers. This mechanic runs cables, key cables, or house wire to all telephone sets, terminal connectors, lugs, pins, or screws, associated with key telephone equipment and/or terminating equipment for non-voice circuits.

Education: Technical Certificate   Years of Experience: 1-3 Years

TELECOMMUNICATIONS MECHANIC II:
The Telecommunications Mechanic II installs, tests, troubleshoots, programs, maintains, and repairs digital switching equipment, attendant consoles, power and ringing relay racks, miscellaneous telephone, radio, fire alarms, intrusion alarms, and computer data circuits and related apparatus required in the central switching office. This worker analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors. Employees in this position maintain manual and/or computerized central office records, including detail records, traffic analysis records, cable records, line records, subscriber service records, and spare parts inventories.

**Education:** AA Degree, Technical Certificate  
**Years of Experience:** 3-5 Years

### Miscellaneous Services

**CASHIER:**
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.

**Education:** High School Diploma  
**Years of Experience:** 1-2 Years

**DESK CLERK:**
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.

**Education:** High School Diploma  
**Years of Experience:** 1-2 Years

**LABORATORY ANIMAL CARETAKER I:**
The Laboratory Animal Caretaker I usually requires certification as an Assistant Laboratory Animal Technician. The caretaker performs the day-to-day functions of animal husbandry such as feeding, cleaning and handling laboratory animals; sanitizes the animal’s room and caging, monitors environmental conditions, and maintains records. This person works under the supervision of a scientist, veterinarian, or higher level Laboratory Animal Caretaker or Facility Manager; is responsible for consistent and thorough animal care in order to ensure that experimental data is not confounded by poor animal management; reports potential animal care problems such as illness, inappropriate housing and equipment. The Laboratory Animal Caretaker I works with an assortment of equipment including animal restraint devices, autoclaves for sterilization, and different types of cage washing equipment. This caretaker must have a basic understanding of biohazards in the research environment and a working knowledge for biohazard levels one and two; and be trained on safety procedures to avoid infection or exposure. In order to understand their responsibilities, Laboratory Animal Caretaker I should understand the moral and ethical aspects of the care and use of research animals. This position may require a general knowledge about federal, state, and local regulations. Other titles associated are Facility Support Technician, Animal Husbandry Caretaker, and Technical Support Technician.

**Education:** Technical Certificate  
**Years of Experience:** 1-3 Years

**LABORATORY ANIMAL CARETAKER II:**
The Laboratory Animal Caretaker II requires certification as a Laboratory Animal Technician. The caretaker must be technically skilled with appropriate backgrounds in biological sciences, such as anatomy, physiology, microbiology, and pathology. Their responsibilities will encompass the Laboratory Animal Caretaker I in addition to
the following: technical support, maintenance and feeding colonies, collection of raw data, supervision of Laboratory Animal Caretaker I, delegation of tasks to Laboratory Animal Caretaker I and other Laboratory Animal Caretaker II workers. Responsibilities include participation in research projects at high technical levels, primary experimental procedures, and observation and treatment of experimental animals and training. Not only are they expected to work with animal restraint devices, autoclaves for sterilization and cage washing equipment, but they must also be familiar with laboratory and surgical equipment. Laboratory Animal Caretaker II must have the full understanding of all four biohazard levels and working knowledge of levels one through three and the safety procedures involved. Due to stringent federal regulations and guidelines, Laboratory Animal Caretaker II must have a strong knowledge in the biological disciplines, and federal, state, and local regulations. This helps the facility establish and maintain mandated standards in order to avoid any possible penalties. Certification at this level gives a basic knowledge of a variety of species but it does not guarantee handling and restraint experience with all species, especially less commonly used research animals such as livestock, non-human primates and exotic animals. Other titles associated are Team Leader, Animal Health Team Leader, Animal Health Technician, and Institute Specific Research Technician.

Education: AA Degree, Technical Certificate Years of Experience: 3-5 Years

PEST CONTROLLER (Exterminator):
The Pest Controller sprays chemical solutions or toxic gases and sets mechanical traps to kill pests that infest buildings and surrounding areas, fumigates rooms and buildings using toxic gases, sprays chemical solutions or dusts powders in rooms and work areas, places poisonous paste or bait and mechanical traps where pests are present; may clean areas that harbor pests, using rakes, brooms, shovels, and mops preparatory to fumigating; and may be required to hold State license.

Education: High School Diploma Years of Experience: 1-3 Years

REFUSE COLLECTOR:
The Refuse Collector picks up garbage, trash, or refuse from homes, businesses and other locations and deposits it in a truck.

Education: High School Diploma Years of Experience: 1-3 Years

SALES CLERK:
The Sales Clerk sells a variety of inexpensive merchandise usually in a retail trade establishment, for which knowledge of the items sold is not a primary requirement. This incumbent performs the following tasks: stocks shelves, counters, or tables with merchandise, sets up advertising displays or arranges merchandise on counters or tables to promote sales, stamps, marks, or tags price on merchandise; obtains merchandise requested by customer or receives merchandise selected by customer; totals price and tax on merchandise selected by customer using paper and pencil, cash register, or adding machine to determine bill. This worker receives payment and makes change, occasionally calculates sales discount in determining sales slip, wraps or bags merchandise for customers, cleans shelves, counter, or tables, as necessary; may keep record of sales, prepare inventory of stock, or order merchandise; and may be designated according to product sold or type of store.

Education: High School Diploma Years of Experience: 1-2 Years

SURVEYING AIDE:
The Surveying Aide performs any of following duties to assist in surveying land: holds level or stadia rod at designated points to assist in determining elevations and laying out stakes for map making, construction, mining, land, and other surveys, calls out reading or writes station number and reading in notebook marks points of measurement with elevation, station number, or other identifying mark, and measures distance between survey points, using steel or cloth tape or surveyor's chain. This worker marks measuring point with keel (marking crayon), paint sticks, scratches, tacks, or stakes, places stakes at designated points and drives them into ground at specified elevation using hammer or hatchet, and cuts and clears brush and trees from line of survey, using brush hook, knife, ax, or other cutting tools.

Education: High School Diploma Years of Experience: 1-2 Years

SURVEYING TECHNICIAN (Instrument Person; Surveyor Assistant, Instruments):
The Surveying Technician obtains data pertaining to angles, elevations, points, and contours used for map making, mining, or other purposes, using alidade, level, transit, plane table, theodolite, electronic distance measuring
equipment, and other surveying instruments, compiles notes, sketches, and records of data obtained and work performed, and directs work of subordinate members of survey team.

**Education:** Technical Certificate  
**Years of Experience:** 1-3 Years

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**Technical and Professional Services**

**ARCHEOLOGICAL TECHNICIAN I:**
Under the direct supervision of archaeological crew chiefs and under the general supervision of field director/project, the Archeological Technician I performs unskilled and semi-skilled tasks at archaeological field sites. This person assists crew chief in activities associated with the excavation of project areas and found features, walks over project searching for archaeological materials such as historic and prehistoric remains, excavates, screens, back-fills excavated areas, assists in preparation of sketch maps and forms, and field photography, conducts simple surveys using compass, topographical map and aerial photographs. This worker determines the exact locations of sites and marks them on maps and/or aerial photographs, records information on archeological site survey form and prepares simple reports, and cleans, packages, and labels artifacts recovered from inventories and excavations and assists in the flotation of soil samples.

**Education:** BA Degree  
**Years of Experience:** 1-3 Years

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**ARCHEOLOGICAL TECHNICIAN II:**
Under the general supervision of field director/project, this archaeologist, performs skilled tasks, conducts hand excavations, completes plan and profile maps of excavated units, and completes standard feature and level forms, screens soils to recover artifacts. This technician performs flotation of soil samples, walk over, and shovel testing, catalogs, packages and labels archaeological artifacts, maintains field equipment and supplies, and conducts inventories of cultural resources in areas of proposed projects. This incumbent researches reference material such as state and national register files, historic documents, archeological reports, maps and aerial photos, and interviews source individuals concerning project areas, performs on-the-ground area searches for surface and subsurface evidence of historic and prehistoric archeological remains. This technician identifies and records historic and prehistoric cultural resource sites prepares Archeological Reconnaissance Reports (AARF’s) and maps, and ensures that archeology work assignments are carried out in safe, timely manner according to established standards and procedures. This technician maintains the Archeological Reconnaissance schedule by estimating and reporting and expected time of completion of each project and updating the project planning board, reviews work in progress to see that standards for pre-field research, survey design, site recording, graphics and final report are being met, and advises other employees on methods of cultural resource inventory. This worker also provides written instructions, research materials and supplies to all involved in planning and operation of natural resource activities.

**Education:** BA Degree  
**Years of Experience:** 3-5 Years

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**ARCHEOLOGICAL TECHNICIAN III:**
This incumbent serves as lead archeological technician, under the general supervision of field director/project archaeologist, and performs skilled tasks at archaeological field sites; conducts hand excavations, completes plan and profile maps of excavated units, and completes standard feature and level forms, screens soils to recover artifacts. This technician will perform flotation of soil samples and shovel testing, packages and labels archaeological artifacts, and maintains field equipment and supplies. This technician conducts inventories of forest cultural resources in areas of proposed forest service projects, researches reference materials such as state and national register files, historic documents, and archeological remains. Identifies and records historic and prehistoric cultural resource sites, and prepares Archeological Reconnaissance Reports (AAR's) and maps. The incumbent ensures that archeology work assignments are executed in a safe, timely manner according to established standards and procedures, maintains the Archeological Reconnaissance schedule by estimating and reporting an expected time of completion of each project. This worker updates the project planning board, and reviews work in progress to see that standards for pre-field research, survey design, site recording, graphics and final report are being met. This technician advises other employees on methods of cultural resource inventory, provides written instructions, research materials and supplies to all involved in planning and operation of natural resource activities, and provides site recording and implements field data strategies. This technician also provides leadership to at least three lower graded Archeological Aids or Technicians. Leadership responsibilities are regular and recurring and occupy about 25 percent of the work time. As crew leader, this technician assures the work assignments of employees are carried out, assigns tasks, monitors status, and assures timely accomplishment of workload, instructs employees in special
tasks and job techniques, checks work in progress and amends or rejects work not meeting established standards, and reports employee performance, progress, etc., to supervisor.

Education: BA Degree    Years of Experience: 5-7 Years

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

Education: BA Degree    Years of Experience: 1-3 Years

CIVIL ENGINEERING TECHNICIAN:
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.

Education: BS Degree    Years of Experience: 3-5 Years

DRAFTER/CAD OPERATOR I:
This operator prepares drawings or computer models of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints, selects appropriate templates/computer programs or uses a compass and other equipment needed to complete assignments. Drawings and models fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy. Typical assignments include:
   a. Revisions to the original drawings of a plumbing system by increasing pipe diameters.
   b. Drawing from sketches, the building floor plans, determining size, spacing and arrangement of freehand lettering according to scale.
   c. Drawing simple land profiles from 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.

Education: Technical Certificate    Years of Experience: 1-3 Years

DRAFTER/CAD OPERATOR II:
This operator prepares various drawings or computer models of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting and CAD techniques and a working knowledge of the terms and procedures of the occupation. The Draft/CAD Operator II makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings or computer models may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches, computer models or specifications that clearly depict the desired product. Typical assignments include:
   a. Preparing several views of a simple gear system from a layout and manual references and obtaining dimensions and tolerances from manuals and by measuring the layout.
b. Preparing and revising detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings.

c. Drawing base and elevation views, sections, and details of new bridges or other structures, revising complete sets of roadway drawings for highway construction projects, or preparing block maps, indicating water and sewage line locations.

**Education:** Technical Certificate  
**Years of Experience:** 3-5 Years

**DRAFTER/CAD OPERATOR III:**

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

- a. Prepares complete sets of drawings of test equipment to be manufactured from layouts, models, or sketches. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, this operator describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment.
- b. From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards.
- c. From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and berms, prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required.
- d. Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.

*Excludes drafter performing work of similar difficulty to that described at this level but who provides support for a variety of organizations that have widely differing functions or requirements.*

**Education:** AA Degree, Technical Cert  
**Years of Experience:** 3-5 Years

**DRAFTER/CAD OPERATOR IV:**

This operator works closely with design originators, preparing drawings or computer models of unusual, complex, or original designs that require a high degree of precision, performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. This incumbent assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced, exercises independent judgment in selecting and interpreting data based on knowledge of the design intent. Although working primarily as a drafter, this worker may occasionally interpret general designs prepared by others to complete minor details, may provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

**Education:** AA Degree, Technical Cert  
**Years of Experience:** 5-7 Years

**ENGINEERING TECHNICIAN I:**

This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. This person performs one or a combination of such typical duties as:

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

**Education:** AA Degree  
**Years of Experience:** 1-3 Years

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

a. Following specific instructions, assembles or constructs simple or standard equipment or parts, servicing or repairing simple instruments or equipment;

b. Conducting a variety of tests using established methods, preparing test specimens, adjusting and operating equipment, recording test data, and pointing out deviations resulting from equipment malfunction or observational errors;

c. Extracting engineering data from various prescribed but non-standardized sources, processing the data following well-defined methods including elementary algebra and geometry, and presenting the data in prescribed form.

**Education:** AA Degree  
**Years of Experience:** 3-5 Years

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

a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions;

b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment.

c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and records test data;

d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation.

e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning previous operational failures and modifications, and using judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

**Education:** AA Degree  
**Years of Experience:** 5-7 Years

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

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

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

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

**Education: BS Degree**  
**Years of Experience: 1-3 Years**

**ENGINEERING TECHNICIAN V:**  
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.

**Education: BS Degree**  
**Years of Experience: 3-5 Years**

**ENGINEERING TECHNICIAN VI:**  
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.

**Education: BS Degree**  
**Years of Experience: 5-7 Years**

**ENVIRONMENTAL TECHNICIAN:**
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, operates, 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.

**Education:** Technical Certificate   **Years of Experience:** 3-5 Years

**LABORATORY TECHNICIAN (Laboratory Tester):**

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

**Education:** Technical Certificate   **Years of Experience:** 3-5 Years

**MATHEMATICAL TECHNICIAN:**

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.

**Education:** AA Degree   **Years of Experience:** 3-5 Years
PARALEGAL/LEGAL ASSISTANT I:
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.
Education: Technical Certificate Years of Experience: 1-3 Years

PARALEGAL/LEGAL ASSISTANT II:
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 decisions or opinions which incorporate legal 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. Prepares summaries of testimony and depositions;
 i. Drafts and edits non-legal memoranda, research reports and correspondence relating to cases.
Education: Technical Certificate Years of Experience: 3-5 Years

PARALEGAL/LEGAL ASSISTANT III:
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.
Education: Technical Certificate Years of Experience: 5-7 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 plaintiff's case.

Education: Technical Certificate Years of Experience: 3-5 Years

PHOTO-OPTICS TECHNICIAN:
The Photo-Optics Technician sets up and operates photo-optical instrumentation to record and photograph data for scientific and engineering projects, operates and calibrates photo-optical equipment according to formalized procedures, maintenance manuals, and schematic diagrams, operates test equipment and performs analysis of data for engineering and scientific personnel. The Photo-Optic Technician may install and calibrate optical and photographic data collection equipment in missiles, aircraft, weaponry, weather or communication satellites, underwater devices, or other installations, may evaluate adequacy of data obtained to determine need for future changes in instrumentation, and may modify existing equipment and participate in planning and testing modified equipment and instrumentation procedures.

Education: AA Degree Years of Experience: 3-5 Years

TECHNICAL WRITER I:
The Technical Writer I revises or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer's catalogs, drawings and other data relative to operation, maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

Education: AA Degree Years of Experience: 3-5 Years

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

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

**Education:** BS Degree **Years of Experience:** 3-5 Years

**TECHNICAL WRITER III:**

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

**Education:** BS Degree **Years of Experience:** 5-7 Years

**TEST PROCTOR**

The Test Proctor administers safeguards and physically controls a wide variety of tests. This worker may arrange for testing rooms and facilities and become thoroughly familiar with the Examiner's Manual for the test(s) prior to testing. The Test Proctor issues all materials required for test administration, positively identifies all test takers, observes examinees during the test, conducts a page check of each examination prior to and following administration, may compile student assessment reports, and administer make-up tests in accordance with agency or contractual requirements. Testing materials are controlled items and are handled, stocked, safeguarded, inventoried, and administered in strict compliance with applicable regulations.

**Education:** BS Degree **Years of Experience:** 5-10 Years

**TUTOR**

This incumbent tutors students individually or in small groups. She/he may conduct a small amount of formal classroom instruction provided adequate experience is possessed in the subject being tutored. The Tutor does not normally prepare instructional programs or create lesson topic guides, but instead uses existing lesson plans and delivers any formal instruction from existing audio-visual and/or written material prepared by others. This worker may administer examinations or informal tests. This may require familiarity and experience in the field of instruction, but the incumbent can perform the required duties with no college education and approximately 30 to 90 days of training.

**Education:** BS Degree **Years of Experience:** 3-5 Years
Accounting Specialist:
Education: BS Degree    Years of Experience: 7-10 Years

Audit Specialist:
Education: BS Degree    Years of Experience: 7-10 Years

Claims Analyst Specialist:
Education: BS Degree    Years of Experience: 7-10 Years

Contract Administration Specialist:
Education: BS Degree    Years of Experience: 7-10 Years

Engineering Specialist:
Education: BS Degree/MS Degree    Years of Experience: 7-10 Years

Occupational Analysis Specialist:
Education: BS Degree    Years of Experience: 7-10 Years

Personnel Analysis Specialist:
Education: BS Degree    Years of Experience: 7-10 Years

Procedure Analysis Specialist:
Education: BS Degree    Years of Experience: 7-10 Years

Procurement Specialist:
Education: BS Degree    Years of Experience: 7-10 Years

Quality Assurance Specialist:
Education: BS Degree    Years of Experience: 7-10 Years

**COMPUTER BASED TRAINING SPECIALIST:**
The Computer Based Training Specialist works with courseware production team to design, develop, revise and validate interactive computer based courseware. This specialist uses specialized computer software and/or hardware to develop, integrate and edit instructional text, audio, graphics, animation and video for interactive presentations. This person also uses appropriate programming/branching logic and screen layout and remediation/feedback techniques. The Worker also implements quality control and review and revision procedures throughout the courseware development process.
Education: AA Degree    Years of Experience: 3-5 Years
**GRAPHIC ARTIST:**
The Graphic Artist works with the courseware production team to design and develop graphic/visual effects used in courseware material. This position requires the use of specialized computer software to develop high quality computer illustrations, technical drawings, and animations supporting various media used within the training curriculum. The Graphic Artist is capable of using specialized hardware and/or software for video/audio capture and editing of multimedia presentations, incorporates principles of layout design throughout the courseware production process, and is responsible for quality control, review and revision of all aspects of graphics development.

**Education:** AA Degree  
**Years of Experience:** 3-5 Years