On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address GSA Advantage! is: GSAAdvantage.gov.

Temporary Administrative and Professional Staffing Services
FSC Group 736
Contract Number – GS-07F-0493N

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

Contract Period – 5/1/2018 to 4/30/2023
Contractor: Topp Knotch Personnel, Inc.
401 Whitney Avenue #312
Gretna, LA 70056
Telephone: 504-376-8770 Fax: 504-376-8708
www.tkpsi.com

Wage Determination Number: 2015-4187 Rev. Dated 1/10/2018

<table>
<thead>
<tr>
<th>INFORMATION FOR ORDERING ACTIVITIES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Awarded Special Item Number: 736-1</td>
</tr>
<tr>
<td>Administrative, 736-2 Automatic Data Processing,</td>
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<tr>
<td>736-3 General Services &amp; Support, 736-4</td>
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<tr>
<td>Information &amp; Arts Occupation &amp; Miscellaneous</td>
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<tr>
<td>Occupations,</td>
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<tr>
<td>2. Maximum Order: $100,000 USD</td>
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<td>3. Minimum Order: $100 USD</td>
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<td>4. Geographic Coverage:</td>
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<tr>
<td>50 States and the District of Colombia</td>
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<tr>
<td>5. Points of Production: Not applicable</td>
</tr>
<tr>
<td>6. Prices herein are net</td>
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<tr>
<td>7. Quantity Discounts: None</td>
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<tr>
<td>8. Prompt Payment Terms: Net 30</td>
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<tr>
<td>9. Government purchase cards are accepted below and</td>
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<tr>
<td>above the micro-purchase threshold.</td>
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<td>10. Foreign Item: None</td>
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<tr>
<td>11. Delivery Time:</td>
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<tr>
<td>Not applicable</td>
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<tr>
<td>12. FOB Points: Not applicable</td>
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<td>13. Ordering Address:</td>
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<tr>
<td>401 Whitney #312 Gretna, LA 70056</td>
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<tr>
<td>TAX ID # 72-1289821</td>
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<tr>
<td>CAGE CODE: 1MAS4</td>
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<tr>
<td>14. Payment Address:</td>
</tr>
<tr>
<td>401 Whitney Avenue</td>
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<tr>
<td>#312 Gretna, LA 70056</td>
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<tr>
<td>15-16. N/A</td>
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<tr>
<td>17. Terms and conditions of Gov’t Credit Cards:</td>
</tr>
<tr>
<td>Accept any above micro-purchase threshold.</td>
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<tr>
<td>18-19. N/A.</td>
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<tr>
<td>20. Terms and conditions of repair parts indicating</td>
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<tr>
<td>date of parts price lists and any discounts from list</td>
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<tr>
<td>prices (if applicable). Not applicable</td>
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<tr>
<td>20a. Terms and conditions for any other services (if</td>
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<tr>
<td>applicable). Not applicable</td>
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<td>21-24. N/A</td>
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<td>25. DUNS #: 946843505</td>
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<td>26. Central Contractor Registration:</td>
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<td>CAGE/NCAGE Code: 1MAS4</td>
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<td>CODE</td>
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Note for: COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than $27.63 (or on a salary or fee basis at a rate not less than $455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds $27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

1. The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
2. The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400). All occupations listed are non-professional labor categories and are subject to the Service Contract Act.

Detailed job descriptions, educational requirements and minimum experience are found in the next section of this FSS pricelist.

**Topp Knotch Personnel, Incorporated** Contract No.: GS07F-0493N------
Job Descriptions

ACCOUNTING CLERK I
Minimum of one (1) years’ experience in an accounting or financial environment, 10-key by touch. Must be knowledgeable in word processing and Excel. Responsibilities but are not limited to performing a variety of clerical accounting functions, opening mail, handling checks and money. Preparing invoices for payment, verifying amounts, codes, and maintaining ledgers, journal, and summary reports. Must be able to compile routine statistical information. May post information into the computer. Minimum typing speed 30-40 wpm. Works under close supervision.

ACCOUNTING CLERK II
Minimum of two (2) year experience. Performs routine bookkeeping and accounting clerical work or fiscal record keeping. Work involves performing one or more aspects of accounting clerical work but is usually not responsible for maintaining a complete set of books. Performs basic inquiry and key entry using a computer terminal 10-key by touch. Other basic duties to include sorting and filing batches, pulling documents to correct destinations, classifying accounting documents; posting journals registers or ledgers; balancing accounts; performing mathematical computations; and typing reports. Ability to perform repetitive activities. Minimum typing speed 40-50 wpm Works under moderate supervision.

ACCOUNTING CLERK III
Minimum of three (3) years’ experience in an accounting or financial environment, 10-key by touch. Must be knowledgeable in word processing and Excel. Performs assigned accounting functions requiring in depth knowledge of an organizations financial systems. Works under general supervision May help prepare trial balance and basic financial statements. Associate Degree in accounting.

ADMINISTRATIVE ASSISTANT
Performs administrative and office support activities for multiple supervisors. Duties may include fielding telephone calls, receiving and directing visitors, word processing, filing, and faxing. Extensive software skills are required, as well as Internet research abilities and strong communication skills. Staff in this category also may have the title of department assistant, coordinator, or associate. Basic reading, writing, and arithmetic skills required. Knowledge of MS Office and telephone protocol. Duties require professional verbal and communication skills and the ability to type 50 wpm.

COURT REPORTER
Recording and transcribing proceedings of court trials, hearings, arraignments, sentencings or conferences; identifying participants by name to facilitate recordings; reading aloud statement of participants as request during proceedings; marking exhibits; placing identifying marks on supplemental material for inclusion in finished transcript; preparing and distributing transcripts and related reports and documents; making final check for technical accuracy and pagination; maintaining files and records of notes indexed to facilitate ready reference; performing a variety of technical clerical tasks related to the conduct of trials, hearings and conferences such as dictation duties as required by the judge; providing clerical support for the judge; performing related work as required. Ability to: interpret and follow oral and written instructions, design and maintain simple clerical records and forms, accurately take diction at 225 words per minute, and type and produce a satisfactory volume of material

DATA ENTRY OPERATOR I
Work requires six months of clerical experience to acquire skills necessary to perform routine data entry activities. Typing speed of 20-30 accurate words per minute. Operate a variety of data entry equipment to transform, transcribe and verify source material to computer-readable media; enter into database and retrieve data from computer terminal according to established guidelines. Abstract and code designated information from source material according to predetermined coding system; research lost or missing information in accordance with established procedures. Reformat, rearrange and/or interpret material as necessary utilizing standard department applications and methods. Verify accuracy, validity and completion of transcribed data by computer verification, proofreading computer display or printout, or other applicable methods; make corrections as necessary. Compile reports from existing records; assist with special projects.
by searching computer files and gathering records as requested. Maintain associated logs and records in accordance with established priorities and procedures. Perform other related duties incidental to the work described herein.

DATA ENTRY OPERATOR II
Work requires two years of experience in the data entry field to acquire skills necessary to coordinate and perform a variety of data entry and data collection activities. Participate in the performance of a variety of duties involved in collecting and entering data into an electronic computer according to programmed instructions; verify and distribute resultant printouts as required. Coordinate the collection of data from point of origin; participate in the preprocessing of data to locate missing information and to make corrections as necessary. Verify data entered into computer by checking printouts for errors and correcting as required; perform statistical checks to ascertain accuracy of data entered. Monitor the system for malfunctions; report malfunctions to appropriate personnel. Maintain inventory of supplies and materials. Coordinate the retrieval of information from the system for faculty, staff and students. Assist in data collection and compilation for revisions to the data processing system. Perform other related duties incidental to the work described herein.

DISPATCHER, MOTOR VEHICLE
One-year related experience. Acknowledges written or telephone requests from authorized personnel for vehicles; determines priority and assigns vehicle to driver according to factors such as length and purpose of trip, freight or passenger requirement and user preference. Issues keys and university credit card for gas or other necessary vehicle maintenance to driver; fills out receipt and obtains driver's signature. Records departure time, destination, expected return time and any other pertinent information on proper forms. Compiles list of available vehicles; takes daily physical count of vehicles; compares to records and resolves any discrepancies. Inspects vehicles for damage and arranges for repair by placing work request with garage. Maintains records for each vehicle of mileage, repairs made, maintenance work and other expenses. Monitors level of fuel in pumps by tracking amounts pumped; orders from designated vendor when supply reaches reorder level. Prepares necessary forms for all vehicle requests and forwards to appropriate personnel for billing to university departments. Prepares both regular and special reports such as vehicle utilization report and data compilation for bid specification purposes. Prepares new vehicles for use in motor pool; applies for registration; arranges for any university identification decals or paint; arranges for emissions testing.

DOCUMENT PREPARATION CLERK
High School diploma or equivalent and 0-2 years of related experience. Supports and provides guidance to engineering and production to create and maintain device master records for all products. Responsible for maintaining computer databases and electronic master files, as well as hard copies. Process electronic documentation on a timely basis and ensures that files are complete and accurate. Files, retrieves, and maintains documentation records (electronic and hard copy) and ensures that filing system is maintained in assessable order. Enters engineering documents into final template format. Ensures that current revision level documents are distributed to all controlled locations and obsolete and removed and destroyed. Researches and evaluates engineering documentation records and performs special projects. Perform other duties and responsibilities, as required

DUPLICATING MACHINE OPERATOR
Moves heat unit and clamping frame over screen bed to form Braille impression on page. Cleans and oils machine and printing plate. Cuts copies apart and writes identifying information on copies. Places original copy in feed tray, feeds originals into feed rolls, or positions originals on table beneath camera lens. Selects type, embossed plate, or paper stock according to size, color, thickness, and quantity specified. Sets controls for number of copies and presses buttons to start machine. Records number of copies made. Adjusts machine to regulate ink flow, speed, paper size, focus, exposure, and camera distance from document. Loads machine with blank paper or film and places paper roll in holding tray or rack of machine.

GENERAL CLERK I
Minimal experience. Performs routine office or clerical duties including filing. Does not usually require typing. May operate simple office machines. Works under close supervision.

GENERAL CLERK II
Must type 30 wpm. Previous work experience in a clerical position for a minimum of 6 months, unless otherwise specified. General clerks will can perform a variety of clerical tasks, including but not limited to,
typing letters/forms/etc. receives, screens and routes telephone calls; alpha/numeric filing of administrative
documents; copies and staples documents; receives and distributes incoming mail, follows directions,
prepare mail outs and may require handling of checks or money.

**GENERAL CLERK III**
Performs a wide variety of intermediate level clerical tasks. Including, but not limited to posting figures,
coding, cross-referencing, addressing envelopes, stuffing, alpha/numeric filing, collating, opening and
distributing mail; operating photocopying equipment, ten-key adding machine and other standard office
machine. Will sometimes answer phones and take message. Must be able to communicate effectively in a
professional manner. Must have clerical experience of 6-12 months. Ability to follow oral and written
instructions and can type 35-40 wpm.

**HOUSING REFERRAL ASSISTANT**
Assists people in need with rental and/or other emergency financial or referral assistance, following funders
guidelines for eligibility. Provides information and referral as appropriate. Utilizing MS Word and Excel,
accurately maintains customer records; provides reports as requested. Coordinates assistance with other
agencies, as needed; stays current with information about other agencies’ programs, especially those that
serve the homeless or at-risk homeless families and individuals. Participates in the planning and evaluation
of programs through staff meetings, staff retreats, volunteer meetings, client advisory boards and donor,
client and volunteer surveys. Cooperates effectively with staff, volunteers and donors, understanding the
mission is to serve those in economic need and to offer volunteer opportunities to the broad community.
Performs other duties as assigned.

**ORDER CLERK I**
Processes orders for material or merchandise received by mail, telephone, or personally from customer or
company employee, manually or using computer or calculating machine: Edits orders received for price
and nomenclature. Informs customer of unit prices, shipping date, anticipated delays, and any additional
information needed by customer, using mail or telephone. Writes or types order form, or enters data into
computer, to determine total cost for customer. Records or files copy of orders received according to
expected delivery date.

**ORDER CLERK II**
Order clerks receive requests for products and supplies through the mail, Internet, over the telephone and in
person. The order clerk checks inventory and time schedules of delivery or labor personnel to estimate a
time of completion for the request, determines the cost, checks the order for completeness and sends the
order to the proper department or area for execution.

**PERSONAL ASSISTANT I**
Offers personalized support to the family and/or individual they support. Responsibilities will often include
making travel arrangements, organizing events/engagements, running errands, managing
appointments/calendar, making reservations, placing orders, answering/returning calls, and many other
similar administrative/clerical/support duties.

**PERSONAL ASSISTANT II**
Screen phone calls and deal with any enquiries that don't need to be passed on; make appointments and
plan the diary; organize and attend meetings where they often take minutes; deal with emails, faxes and
post; make travel arrangements; assist the manager with any projects they are working on; be a
spokesperson for the manager in their absence

**PERSONAL ASSISTANT III**
Screening telephone calls, enquiries and requests, and handling them when appropriate; meeting and
greeting visitors at all levels of seniority; organizing and maintaining diaries and making appointments;
dealing with incoming email, faxes and post, often corresponding on behalf of their manager; taking
dictation and minutes; carrying out background research and presenting findings; producing documents,
briefing papers, reports and presentations; organizing and attending meetings and ensuring their manager is
well-prepared for meetings; liaising with clients, suppliers and other staff; deputizing for the manager,
making decisions and delegating work to others in the manager's absence; devising and maintaining office
systems, including data management, filing, etc.; arranging travel and accommodation and, occasionally,
travelling with the manager to take notes or dictation at meetings or to provide general assistance during
presentations. carrying out specific projects and research; responsibility for accounts and budgets; taking on
some of the manager’s responsibilities and working more closely with management; being involved in
decision-making processes.

**PRODUCTION CONTROL CLERK**
Compiles and records production data for industrial establishment to prepare records and reports on volume
of production, consumption of raw material, quality control, and other aspects of production, performing
any combination of following duties: Compiles and records production data from such documents as
customer orders, work tickets, product specifications, and individual-worker production sheets, following
prescribed recordkeeping procedures, using typewriter, computer terminal, and writing instruments.
Calculates factors, such as types and quantities of items produced, materials used, amount of scrap,
frequency of defects, and worker and department production rates, using adding machine or calculator.
Writes production reports based on data compiled, tabulated, and computed, following prescribed formats.
Maintains files of documents used and prepared. Compiles from customer orders and other specifications
detailed production sheet or work tickets for use by production workers as guides in assembly or
manufacture of product.

**RECEPTIONIST**
Answer telephone, screen and direct calls; take and relay messages; provide information to callers; greet
persons entering organization; direct persons to correct destination; deal with queries from the public and
customers; ensures knowledge of staff movements in and out of organization; general administrative and
clerical support; prepare letters and documents; receive and sort mail and deliveries; schedule
appointments; maintain appointment diary either manually or electronically; organize meetings; tidy and
maintain the reception area

**RENTAL CLERK**
display, or for purchase or rental. Recommend and provide advice on a wide variety of products and
services. Answer telephones to provide information and receive orders. Greet customers and discuss the
type, quality and quantity of merchandise sought for rental. Keep records of transactions, and of the number
of customers entering an establishment. Prepare rental forms, obtaining customer signature and other
information, such as required licenses. Receive, examine, and tag articles to be altered, cleaned, stored, or
repaired. Inspect and adjust rental items to meet needs of customer. Explain rental fees, policies and
procedures. Reserve items for requested times and keep records of items rented. Receive orders for
services, such as rentals, repairs, dry cleaning, and storage. Rent items, arrange for provision of services to
customers and accept returns. Provide information about rental items, such as availability, operation or
description. Advise customers on use and care of merchandise. Allocate equipment to participants in
sporting events or recreational activities.

**SCHEDULER MAINTENANCE**
Creates planned weekly maintenance work schedules which include: outage schedule; list of planned work
orders; and resource requirements. Maintains CMMS (computerized maintenance management system)
(Blue mountain Regulatory Asset Manager). Maintains and manages Maintenance Work Order backlog.
Coordinates “major” Maintenance jobs that involve the coordination of contractors, multiple parties and/or
unplanned outages that require more than 2 hours of work on critical pieces of equipment. Completes
kitting for all planned work orders which includes verifying parts, prints and procedures are all available
when assigned. Orders parts when needed and/or provides volume information and part lists to the
storeroom Schedules external contractors when needed and requests quotes/bids and balances costs with
quality. Plans manpower and prioritizes trade resources based on Manufacturing, Scheduling, and Facilities
Maintenance input. Facilitates a weekly prioritization meeting between competing stakeholders
(Operations and Facilities Maintenance) and provides project updates. Updates/maintains PM frequency
and content using CMMS data and work order/Technician feedback. Data analysis/mining: Analyze failure
data, cost data, PM schedule adjustments, and generate reports. Reports out on key Maintenance Metrics:
%Planned work completed; % PM Compliance; % Breakdown Work; Backlog Hours; etc. Applies
predictive, proactive and preventative measures to improve equipment reliability. Maintains key
documents and records as needed

**SECRETARY I**
Minimum one (1) year previous work-related experience to perform routine secretarial duties. Previous
experience using personal computers and specific software; i.e. Microsoft Word, Lotus 1-2-3, Excel, etc.
Must type 30-40 wpm. Dictation may be required and shall include machine dictation. Experience with
Gregg shorthand at 50-90 wpm is a plus.
SECRETARY II
Minimum two (2) year previous secretarial and word processing experience necessary. Will perform more
of an Administrative level. Knowledge of proper English, spelling and punctuation. Type from complex
handwritten material of dictation. Knowledge of Gregg shorthand at 60-100 wpm is a plus. Compose and
edit routine correspondence. Must be detail oriented, and able to work with minimum of supervision. Must
type a minimum of 40-50 wpm. Must be proficient in Microsoft Word, Excel, and etc.

SECRETARY III
Minimum three (3) years previous work-related experience; must type minimum 60-70 wpm, be proficient
in Microsoft Word, Excel and other word processing and data base applications. Will perform more of an
Executive level. Responsibilities include but are not limited to performing complex administrative and
secretarial functions as well as assisting staff and others concerning expediting work in an office setting,
including typing various confidential documents such as letters, memoranda s and reports. Receives screens
and route telephones calls, maintains events/meeting calendar and administrative files; coordinates
meetings; reserves facilities and equipment; receives and distributes incoming mail; research various issues.
Dictation may be required and shall include machine dictation. Experience with Gregg shorthand at 90-120
wpm is a plus.

SERVICE ORDER DISPATCHER
Provide a variety of administrative and dispatching duties to service department. Receive, prioritize and
assign customer calls to service technicians as required. Interface with central dispatch center to assist
On-line billing of service calls. Maintain extensive service filing system.

SUPPLY TECHNICIAN
Orders products and necessary material for the defined supply policy respect; Assures the interface between
suppliers, manufacturing and logistic warehouses, and commercial department; Solves shortages or
allocations situations; Organizes the transport execution

SURVEY WORKER (INTERVIEWER)
Contacts individuals from a prepared list of names to schedule interview date and time. Interviews
individuals to obtain relevant information by asking questions from a prepared outline. Writes, and/or
records with tape recorder, responses of the participants. Tallies and/or codes information collected. Enters
coded data into computer

TRAVEL CLERK I
Provides travel information and arranges accommodations for tourists: Answers inquiries, offers
suggestions, and provides descriptive literature pertaining to trips, excursions, sports events, concerts, and
plays. Discusses routes, time schedules, rates, and types of accommodations with patrons to determine
preferences and makes reservations. Verifies arrival and departure times, traces routes on maps, and
arranges for baggage handling and other services requested by guests. May deliver tickets. May arrange for
visas and other documents required by foreign travelers. May contact individuals and groups to inform
them of package tours.

TRAVEL CLERK II
Actively looking for ways to help people. Giving full attention to what other people are saying, taking time
to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate
times. Talking to others to convey information effectively. Using mathematics to solve problems.
Understanding written sentences and paragraphs in work related documents. Adjusting actions in relation to
others' actions. Communicating effectively in writing as appropriate for the needs of the audience. Being
aware of others' reactions and understanding why they react as they do. Using logic and reasoning to
identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Managing one's own time and the time of others.

TRAVEL CLERK III
Selling holiday and travel products to customers; meeting sales targets as set out by the travel agency
manager; dealing with complicated customer itineraries; handling customer orders and payments; liaising
with tour operators and other key partners such as hotels and airlines regarding bookings and schedules;
undertaking general administration; advising clients about passports, vaccinations, visas, foreign currency,
travel insurance, car parking, car hire abroad and excursions in resorts; dealing with complaints; using and
updating IT skills, since information on holiday packages and bookings is usually accessed via a network;
organizing displays of promotional material
**WORD PROCESSOR I**
Word processing including heavy formatting of word documents; data entry in Excel and Access; creating PowerPoint presentations, graphics, and Desktop Publishing

**WORD PROCESSOR II**
Provide data entry and purchasing support to the procurement department. Generate purchase orders from purchasing requisitions utilizing Deltek Cost Point system. Perform detailed comparison of requisitions to quotations for discrepancies prior to processing. Communicate with project managers and vendors for pricing, expediting and order status as necessary. Create maintain folders for all orders to include all required documentation. Conduct cost/pricing analysis. Perform reconciliation of monthly credit card charges utilizing Microsoft Excel. Provide support to other administrative departments as needed.

**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; 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

**COMPUTER OPERATOR I**
Monitors and manipulates console controls in routine computer operations. Operates peripheral equipment. Maintains routine records and may maintain tape library. Normally 3-12 months experience.

**COMPUTER OPERATOR II**
Performs more complex computer operations tasks, such as determining setup, scheduling jobs, and executing non-routine jobs. Assist in training lower level operators. Requires 1-2-year experience.

**COMPUTER OPERATOR III**
Schedules and coordinates daily computer operations. Distributes and verifies work. Trains Operators in procedures and resolve operational problems. Requires 2-3 years’ experience

**COMPUTER OPERATOR IV**
Oversees all computer operations within the organization. Supervises Operators and ensures that all processing is run according to schedules and that equipment is maintained properly. Requires over 3 years computer operations experience.

**COMPUTER OPERATOR V**
Oversees the supervisors and operators. Keeps all the supervisor and operators trained on updated information to support the computer operations. Managing all operations, manufacturing of the operations. Receiving, maintaining, and issuing data storage media for computer operations; collecting and sequentially staging input media with associated program instructions for processing; scheduling the use of computer time for program processing; collecting, maintaining and distributing program and systems documentation; and collecting raw information, preparing flow charts, and coding in program languages. Require knowledge of the functions of the various computer features and the skilled to read, interpret, and correctly respond to information in the form in which it is transmitted through the computer system.

**COMPUTER PROGRAMMER I**
Performs routine assignments, which normally require following detailed specifications. Requires knowledge of one or more applications languages. Normally requires a degree and 1-2 years specialized training.

**PERIPHERAL EQUIPMENT OPERATOR**
Schedule & control sequence of printouts, operate a remote on-line terminal, use JES commands to properly set laser page printer, impact printer & data transfer system, monitor printer output for format, paper size, color & quantity. Constantly monitor system for halts, delays, production error, eqpt & paper jams. Correct mechanical malfunction, perform preventative maintenance, e.g. add dry ink, adjust feeder & belts, cleansing the tape drive, carbon lamps. Etc. Able to operate mainframe attached Xerox Laser Printer. The ability to lift 50 lbs.

**PERSONAL COMPUTER SUPPORT TECH**
Must be able to process receiving, prioritizing, documenting and actively resolving end user requests utilizing a helpdesk tracking system. They also should be able to install, diagnose, repair, maintain and upgrade all hardware and software equipment to ensure optimal performance so that end users can
accomplish business tasks. They will also have to troubleshoot problems via telephone, email and in person as required.

**JANITOR**
Clean building floors by sweeping, mopping, scrubbing, or vacuuming them. Gather and empty trash. Service, clean, and supply restrooms. Clean and polish furniture and fixtures. Clean windows, glass partitions, and mirrors, using soapy water or other cleaners, sponges, and squeegees. Dust furniture, walls, machines, and equipment. Make adjustments and minor repairs to heating, cooling, ventilating, plumbing, and electrical systems. Mix water and detergents or acids in containers to prepare cleaning solutions, according to specifications. Steam-clean or shampoo carpets. Strip, seal, finish, and polish floors. Clean and restore building interiors damaged by fire, smoke, or water, using commercial cleaning equipment. Clean chimneys, flues, and connecting pipes, using power and hand tools. Clean laboratory equipment, such as glassware and metal instruments, using solvents, brushes, rags, and power cleaning equipment. Drive vehicles required to perform or travel to cleaning work, including vans, industrial trucks, or industrial vacuum cleaners. Follow procedures for the use of chemical cleaners and power equipment, in order to prevent damage to floors and fixtures. Monitor building security and safety by performing such tasks as locking doors after operating hours and checking electrical appliance use to ensure that hazards are not created. Move heavy furniture, equipment, and supplies, either manually or by using hand trucks. Mow and trim lawns and shrubbery, using mowers and hand and power trimmers, and clear debris from grounds. Notify managers concerning the need for major repairs or additions to building operating systems. Remove snow from sidewalks, driveways, and parking areas, using snowplows, snow blowers, and snow shovels, and spread snow melting chemicals. Requisition supplies and equipment needed for cleaning and maintenance duties. Set up, arrange, and remove decorations, tables, chairs, ladders, and scaffolding to prepare facilities for events such as banquets and meetings. Spray insecticides and fumigants to prevent insect and rodent infestation.

**LABOR GROUND MAINTENANCE**
Sweeps and cleans parking lot on daily basis. Weeds and waters flowers and shrubbery as needed (seasonal). Picks up trash from grounds on a daily basis. Uses hose to clean front entry walks. Mows lawns and trims shrubbery on a regular basis. Assures sprinkler system is functioning properly. Does minor work orders for residents and/or management as assigned by Maintenance Supervisor or Property Manager. Performs a variety of cleaning tasks both within the building and outside as directed by the supervisor. Assists with unit turnovers as directed by the supervisor. Reports repair and other problems to the supervisor immediately.

**FORKLIFT OPERATOR**
Move controls, levers, and devises to drive industrial forklifts to transport materials between loading, unloading, processing and storing areas. Organize and secure materials where bales, boxes, super sacks, pallets, and other materials are stored. Perform routine pre and post inspections on forklift equipment to ensure forklift equipment is operating well. Manually load or unload materials onto or off pallets, skids, platforms, or lifting devises. Weigh materials or products, and record weight and other production data on tags or labels. Complete forklift operator training annually, provided by company. Consult and work with managers, supervisors, employees, and equipment manufactures to coordinate loading and unloading operations. Complete other duties as assigned by a supervisor or manager.

**MATERIAL COORDINATOR**
Coordinates and expedites flow of materials, parts, and assemblies between sections or departments, according to production and shipping schedules or department priorities, and compiles and maintains manual or computerized records: Reviews production schedules and related information and confers with department supervisors to determine material requirements to identify overdue materials and to track material. Requisitions material and establishes sequential delivery dates to departments, according to job order priorities and material availability. Examines material delivered to production departments to verify conformance to specifications. Arranges in-plant transfer of materials to meet production schedules. Computes amount of material required to complete job orders, applying knowledge of product and manufacturing processes. Compiles and maintains manual or computerized records, such as material inventory, in-process production reports, and status and location of materials. May move or transport materials from one department to another, manually or using material handling equipment. May arrange for repair and assembly of material or part. May monitor and control movement of material and parts on automated conveyor system.

**MATERIAL HANDLING LABORER**
Loads, unloads, and moves materials within or near plant, yard, or work site, performing any combination of following duties: Reads work order or follows oral instructions to ascertain materials or containers to be moved. Opens containers, using steel cutters, crowbar, claw hammer, or other hand tools. Loads and unloads materials onto or from pallets, trays, racks, and shelves by hand. Loads materials into vehicles and installs strapping, bracing, or padding to prevent shifting or damage in transit, using hand tools. Conveys materials to or from storage or work sites to designated area, using hand truck, electric dolly, wheelbarrow, or other device. Secures lifting attachments to materials and conveys load to destination, using hand-operated crane or hoist, or signals crane or hoisting operators to move load to destination.

**ORDER FILLER**
Fills customers’ mail and telephone orders and marks price of merchandise on order form: Reads order to ascertain catalog number, size, color, and quantity of merchandise. Obtains merchandise from bins or shelves. Computes price of each group of items. Places merchandise on conveyor leading to wrapping area.

**SHIPPING / PACKER**
Packs rocket-motor cases in special containers for shipment: Paints shipping containers, using spray gun. Transports motor cases from curing oven on overhead conveyor and lowers cases into shipping container, using hoist. Removes handling rings or slings from case, using hand or power wrenches. Clamps or bolts cover plates over ends of motor case. Clamps cover on shipping container, using wrenches.

**SHIPPING / RECEIVING CLERK**
Verifies and keeps records on incoming and outgoing shipments and prepares items for shipment: Compares identifying information and counts, weighs, or measures items of incoming and outgoing shipments to verify information against bills of lading, invoices, orders, or other records. Determines method of shipment, utilizing knowledge of shipping procedures, routes, and rates. Affixes shipping labels on packed cartons or stencils identifying shipping information on cartons, using stenciling equipment. Assembles wooden or cardboard containers or selects preassembled containers. Inserts items into containers, using spacers, fillers, and protective padding. Nails covers on wooden crates and binds containers with metal tape, using strapping machine. Stamps, stencils, or glues identifying information and shipping instructions onto crates or containers. Posts weights and shipping charges, and affixes postage. Unpacks and examines incoming shipments, rejects damaged items, records shortages, and corresponds with shipper to rectify damages and shortages. Routes items to departments. Examines outgoing shipments to ensure shipments meet specifications. Maintains inventory of shipping materials and supplies. May operate tier-lift truck or use hand truck to move, convey, or hoist shipments from shipping-and-receiving platform to storage or work area. May direct others in preparing outgoing and receiving incoming shipments.

**STORE WORKER I**
Processes sales transactions and provide customer service in the retail stores. Inspect/sort donations and use assigned standards to determine outcome of merchandise. Assist customers with redemption of recyclables and/or acceptance of donations. Duties include cashiering, replenishment of stock, providing donation receipts, organization of donated goods, loading/unloading the truck, custodial services for the premises and other duties as assigned.

**STORE CLERK**
Processes the sale of merchandise. She greets and interacts with customers and monitors patrons to assist the store in loss prevention. In addition to selling and customer service, she also maintains the appearance of her store, restocking shelves, cleaning, sweeping, dusting and mopping as needed.

**TOOLS & PARTS ATTENDANT**
Receives, stores, and issues hand tools, machine tools, replacement parts, shop supplies, and equipment, such as measuring devices, in an industrial and/or mechanic establishment. The Tool 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. Must maintain tracking and identification of calibrated tools and special equipment.

**WAREHOUSE SPECIALISTS**
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.

**CASHIER**
Responds to customer inquiries. Locates and shows items in stock. Arranges stock and replenishes as needed. Priced individual items. Operates computerized register or scanners and works under general supervision.

**DESK CLERK**
Perform work involved in receiving and directing persons who call or visit office and giving them information in person or by telephone concerning the organization, functions, activities, and personnel of such agencies, installations, or offices. Mailing any correspondence if necessary.

**REFUSE OPERATOR**
On a daily basis to collect all domestic refuse as presented by individual householders - in accordance with the weekly schedule - within the City of Worcester. Loading all such refuse that is collected on to the refuse vehicle. To ensure that all mechanical loading gear on the refuse vehicle is operated in accordance with instructions given, with reference to both individual safety and that of members of the public. To collect trade refuse and empty out of town litter bins as required. On a daily basis delivering replacement refuse sacks to the individual properties from where domestic refuse has been collected. Ensuring that the work is carried out in a safe and tidy manner, that spilt refuse has been cleared, that sacks have been delivered to an appropriate location and that gates have been closed. Receiving daily instructions from the Cleansing Supervisor (Refuse) and the Team Leader and reacting accordingly. Dealing with any refuse related problems reported direct from the general public, in a courteous and appropriate manner. Ensuring that the Council’s Safety Policy is maintained and complied with. To assist in ensuring that the inside of the vehicle cab is maintained both clean and tidy daily. To work in conjunction with the vehicle driver, in assisting the safe progress of the refuse vehicle round tight corners and whilst reversing.

**CIVIL ENGINEER TECHNICIAN**
Calculate dimensions, square footage, profile and component specifications, and material quantities, using calculator or computer. Draft detailed dimensional drawings and design layouts for projects and to ensure conformance to specifications. Analyze proposed site factors and design maps, graphs, tracings, and diagrams to illustrate findings. Read and review project blueprints and structural specifications to determine dimensions of structure or system and material requirements. Prepare reports and document project activities and data. Confer with supervisor to determine project details, such as plan preparation, acceptance testing, and evaluation of field conditions. Inspect project site and evaluate contractor work to detect design malfunctions and ensure conformance to design specifications and applicable codes. Plan and conduct field surveys to locate new sites and analyze details of project sites. Develop plans and estimate costs for installation of systems, utilization of facilities, or construction of structures. Report maintenance problems occurring at project site to supervisor and negotiate changes to resolve system conflicts. Conduct materials test and analysis, using tools and equipment, and applying engineering knowledge. Respond to public suggestions and complaints. Evaluate facility to determine suitability for occupancy and square footage availability.

**DRAFTER / CAD OPERATOR I**
Successful candidate should have experience using AutoCad 2000 and creating 2D drawings. Typical drawings include P&ID’s, One-line, Dimensional, etc. Prior experience working with EPC or AE Firms is desirable so that candidate if familiar with revision control and document management issues.

**DRAFTER / CAD OPERATOR II**
This position is responsible for the preparation of construction systems submittal drawings, under minimal supervision, to support Building Systems Operations. Duties include, but are not limited to: prepare highly complex electrical systems drawings such as conceptual presentation drawings, floor plan layouts, riser drawings, electrical interconnection drawings, installation termination drawings, device circuit wiring, control cabinet layouts, dimensional equipment mounting instructions, operations, matrixes & technical charts, & record drawings; prepare advanced system wiring configurations & project submittal drawings; check accuracy of submittal drawings for devices counts, addressing, wiring, & verify that submittal books match submittal drawings; perform other system configurations/calculations in accordance with project specifications & other project documentation as directed by Project Engineering; perform other duties as directed and deemed necessary.
**DRAFTER / CAD OPERATOR III**
Create, edit, and maintain engineering drawings utilizing AutoCAD 2002 and SolidWorks. Provide field work to assist with design, modification, and installation of engineering projects. Work from data such as sketches, notes, verbal instructions, and standard references to assist engineers in daily work and design projects. Provide support for equipment start-ups and installations. Support Future Manufacturing initiatives. B.S. Degree in Engineering or related field preferred. Requires experience with AutoCAD 2002, SolidWorks and a minimum of one year of directly related work experience. Ability to work independently on projects/take a project from concept to finished product with minimal supervision. Strong demonstrated verbal and written communication skills. Strong analytical, interpersonal and leadership skills. Proficient in Windows based applications including Outlook, Word, Excel and Access.

**DRAFTER / CAD OPERATOR IV**
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. Prepares complete sets of drawings of equipment to be manufactured from layouts, models, or sketches, including cross-sectional and subassembly drawings from information supplied by the design originator and from technical handbooks and manuals. Independently resolves most of the problems encountered. Develops and recommends modifications and changes for design improvement and simplification. Handles special projects as assigned. May lead and direct lower-level drafters in the preparation of designs and/or preliminary sketches, diagrams, or schematics. May plan assignments to eliminate unusual design problems.

**ENGINEERING TECHNICIAN I**
Prepares drafts of construction plans to clearly illustrate the project for the contractor, resident engineer and others involved in the project. Assists Engineer in completing the initial and construction survey. Performs biennial bridge inspections. Aids the Engineer in the construction inspection of projects including the use of the nuclear density meter. Prepares plans, specifications, estimates, right-of-way plats and other reports and documents under the direction of the Engineer.

**ENGINEERING TECHNICIAN II**
The candidate should be able to design, develop, test, manufacture, and repair electrical and electronic equipment. Inspect construction projects and conduct lab and field tests on construction materials to ensure compliance with plans and specifications. Should be able to prepare electronic layouts, charts, detailed scale drawings, and material and equipment requirements from sketches, specifications, and standard layouts. Should assist in devising an engineering modification of a prototype machine and instituted a procedure for operating it. Should have 8-10 years of experience in this field.

**ENGINEERING TECHNICIAN III**
Performs a variety of complex technical functions related to the support of engineering activities such as set up, operation, maintenance, modification, circuit testing, calibration and troubleshooting of electronic or electro-mechanical systems, experimental design circuitry, prototype modes or specialized test equipment. Applications may include analog, digital and/or video type circuits and logic systems. Diagnoses and corrects equipment and system malfunctions which fail to respond to standard corrective measures. Develops or evaluates test procedures, determines circuit requirements and develops diagnostics prototype modes. Generates rough sketches and engineering drawings and special techniques for control and implementation of research experiments. Prepares reports, charts, and graphs for scientific and engineering personnel to use in making decision on design or experiment development. May provide work leadership for lower level employees. Performs other duties as assigned.

**ENGINEERING TECHNICIAN IV**
Monitors and maintains traffic flow by updating, generating, installing, testing, maintaining, tuning, and simulating of traffic signal timing plans, reviewing sight plans and traffic plans, counting and entering data, calculating new information, viewing camera monitor and maps to spot trouble spots, and reviewing proposed special events the impact on traffic conditions, and preparing new timing plans for special events. Manages projects by reviewing field locations for proposed lights, ordering new equipment, preparing and forwarding sketches, and preparing correspondence of Freedom of Information Act for traffic signal engineer signature. Maintains traffic management system computer network by installing, testing, maintaining and tuning computer system on a wide area network, coordinating with servers and workstations, and platform-specific software for each on a twisted pair and fiber optic network, maintaining a CCTV system, monitoring performance of network system devices and software, investigating and analyzing systems problems and installing corrective measures and providing constant stand by assistance.
in resolving system hardware and software maintenance. Performs administrative functions by creating computer graphics for professional presentation, training, and traffic signal construction, maintaining and upgrading computer modem connections with underground utility damage prevention call center and archiving records, developing CAD drawings for traffic signal engineer for construction projects, performing quantity takeoffs and estimates, and designing preliminary signal design for review by traffic signal engineer or others.

**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

**ENGINEERING TECHNICIAN VI**
Experience working with control and display subsystems or related electronic repair. Experience troubleshooting to component level and repair Low Voltage Power Supplies a plus. Incumbent must possess knowledge of test equipment such as, but not limited to, Oscilloscopes, Multimeters, Load devices and Signal Generators. Ability to investigate, troubleshoot and repair equipment. Must have excellent communication and analytical skills, with working knowledge of computer systems. Position requires the ability to pass and maintain a security clearance. Provide preventative and corrective maintenance on control and display systems. Must be able to analyze and document problem and perform the repair operation. Must be able to develop maintenance procedures for depot level repair and/or rework of components of control and display units as well as provide recommendations for facility and equipment requirements and provide recommendations to reduce repair costs and improve reliability and maintainability

**ENVIRONMENTAL TECHNICIAN**
Assist the Environmental Coordinator in the development of effective tribal environmental programs. Assist in maintaining information on environmental data, programs resources, training and funding. Responsible for accurately entering all data collected for assigned projects in the database. Responsible for maintaining project files for assigned projects. Responsible for coordinating training events and teleconferences according to grantor requirements, including but not limited to travel for participants, space arrangements, planning agenda with team members, speaker needs, and conducting team evaluations. Responsible for completion of assigned tasks and reports in a timely manner. Assist in the preparation of financial and narrative reports for the funding agency as requested.

**LABORATORY TECHNICIAN**
Preparing blood, urine and tissue specimens for analysis. Using sophisticated laboratory equipment to look for bacteria, parasites and other microorganisms; Monitoring tests and procedures; Analyzing the chemical content of fluids; Matching blood for transfusions; Testing for drug levels in the blood to show how a patient is responding to treatment

**PARALEGAL / LEGAL ASSISTANT I**
Conduct client interviews and maintain general contact with the client, so long as the client is aware of the status and function of the legal assistant. Locate and interview witnesses. Conduct investigations and statistical and documentary research. Conduct legal research. Draft legal documents, correspondence, and pleadings. Summarize depositions, interrogatories, and testimony. Attend executions of wills, real estate closings, depositions, court or administrative hearings and trials with the attorney. Author and sign
correspondence provided the legal assistant status is clearly indicated and the correspondence does not contain independent legal opinions or legal advice. Professionally, a paralegal's time for substantive legal work (as opposed to clerical or administrative work) is billed to clients much the same way as an attorney's time, but at a lower hourly rate.

**PARALEGAL / LEGAL ASSISTANT II**
Prepare legal documents, including briefs, pleadings, appeals, wills, contracts, and real estate closing statements. Prepare affidavits or other documents, maintain document file, and file pleadings with court clerk. Gather and analyze research data, such as statutes, decisions, and legal articles, codes, and documents. Investigate facts and law of cases to determine causes of action and to prepare cases. Call upon witnesses to testify at hearing. Direct and coordinate law office activity, including delivery of subpoenas. Arbitrate disputes between parties and assist in real estate closing process. Keep and monitor legal volumes to ensure that law library is up-to-date. Appraise and inventory real and personal property for estate planning.

**PARALEGAL / LEGAL ASSISTANT III**
Prepares a variety of substantive legal documents for review by attorneys, reviews and prepares inventory of documents and other materials produced pursuant to subpoenas. Conducts or assists with interviews of agents and potential witnesses in preparation for trial; reviews, summarizes and outlines grand jury and/or trial testimony to assist the attorneys in preparation for trial; researches, analyzes and summarizes relevant legal precedents for applicability; prepares digests of points of law; analyzes appellate records to isolate facts. Utilizes a variety of automated legal research tools, as well as public information databases and other automated resources to research specific legal matters. Prepares and maintains a variety of trial-related documents including discovery letters, exhibit lists, jury instructions, trial subpoenas, by applying the Rules of evidence and Federal Rules of Criminal Procedure. Provides litigative case management and organizes cases for court presentation, by preparing exhibits, statistical charts, and photographs. Maintains regular contact with law enforcement agencies to ensure complete and timely cooperation; monitors progress of pending cases, and initiates action to ensure that legal pleadings, forms, reports, and correspondence are completed in a timely manner. Compiles, organizes, and indexes various discovery and evidence exhibits for trial. Produces and provides the appropriate legal documents, information, exhibits, or witnesses during court proceedings. Performs a variety of administrative duties in support of the attorneys.

**PARALEGAL / LEGAL ASSISTANT IV**
Complete understanding of legal process and application of principles, concepts, practices, and standards. Interacts with senior internal and external personnel on significant matters often requiring coordination between organizations. Develops solutions to a variety of complex problems. May refer to established precedents and policies. Bachelor’s degree from an accredited college in a related discipline, or equivalent experience/combined education, with 6 years of professional experience; or 4 years of professional experience with a related Master’s degree.

**TECHNICAL WRITER II**
Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. May require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

**TECHNICAL WRITER III**
Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Requires a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.