



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SCHEDULE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

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 for GSA Advantage!® is: GSAAdvantage.gov.

**SCHEDULE TITLE: MULTIPLE AWARD SCHEDULE
CODE D: HUMAN CAPITAL
SUBCATEGORY: TEMPORARY HELP SERVICES
PSC/FSC CODE: R699**

SIN 561320SBSA TEMPORARY STAFFING (SBSA)

**CONTRACT NO.: GS-07F-0603N
CONTRACT PERIOD: 10 June 2003 through 09 June 2023
PRICELIST CURRENT THROUGH MODIFICATION: PS-A812 effective 11 FEBRUARY 2020**

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

Hire One Personnel Services of Washington, DC, LLC
1025 Connecticut Avenue, NW
Suite 509
Washington, DC 20036

Phone: (202) 429-2211 Fax: (202) 429-2285
Web Site: www.hireonestaffing.com
E-mail: fedstaffing@hireonestaffing.com

CUSTOMER INFORMATION

Hire One is a full service Professional Staffing Agency, with over 51 years of experience. Our specialization is in the temporary, temp to hire and permanent placement of Administrative, Accounting, Finance and Legal Support personnel.

GS07F0603N

VALUE ADDED SERVICES

-24 Hour Service

-100% Guarantee

-Preferred Status (30 Minute response time)

-Stand-by guarantee

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

SIN 561320SBSA/ SIN 561320SBSARC Temporary Staffing (SBSA)

1b. LOWEST PRICED MODEL NUMBER AND LOWEST UNIT PRICE FOR THAT MODEL FOR EACH SIN:

N/A

1c. HOURLY RATES AND DESCRIPTION OF ALL CORESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION:

All hourly rates and corresponding job titles for each labor category are shown following on the “price list”.

- 2. MAXIMUM ORDER (Per SIN):** \$250,000
- 3. MINIMUM ORDER:** \$100 Contractor may agree to accept a smaller order.
- 4. GEOGRAPHICAL COVERAGE:** Washington, DC Metropolitan Area
Wage Determination No. 2015-4281, Revision 5, dated 3/17/17
Maryland Counties of Frederick & Montgomery
Wage Determination No. 2015-4269, Revision 1, dated 2/9/17
- 5. POINT OF PRODUCTION:** N/A
- 6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE:** N/A
- 7. QUANTITY DISCOUNTS:** N/A

- 8. PROMPT PAYMENT TERMS:** Net 30 days
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
- 9a. Government Purchase Cards are accepted at or below the micro-purchase threshold.**
- 9b. Government Purchase Cards are accepted above the micro-purchase threshold.**
- 10. FOREIGN ITEMS (list by country of origin):** N/A
- 11a. TIME OF DELIVERY:** N/A
- 11b. EXPEDITED DELIVERY:** N/A
- 11c. OVERNIGHT AND TWO-DAY DELIVERY:** N/A
- 11d. URGENT REQUIREMENTS:** Agencies can contact the contractor's representative to guarantee a faster delivery.
- 12. F.O.B. POINT(S):** N/A
- 13a. ORDERING ADDRESS:** Same as Contractor.
Hire One is registered in the System for Award Management (SAM) database.
- 13b. 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:** Hire One Personnel Service of Washington, DC
P.O. Box 75343
Chicago, IL 60675-5343
- 15. WARRANTY PROVISION:** Contact contractor for warranty information.
- 16. EXPORT PACKING CHARGES, IF APPLICABLE:** N/A
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** N/A
- 18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
- 19. TERMS AND CONDITIONS OF INSALLATION (IF APPLICABLE):** N/A
- 20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS LIST AND ANY DISCOUNTS FROM LIST PRICES (IF APPLICABLE):** N/A
- 20a. TERMS AND CONDDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
- 21. LIST OF SERVICE AND DISTRIBUTION POINTS:** N/A
- 22. LIST OF PARTICIPATING DEALERS:** N/A
- 23. PREVENTIVE MAINTENANCE:** N/A
- 24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY,AND/OR REDUCED POLLUTANTS):.** N/A
- 24B. IF APPLICABLE, INDICATE THAT SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE ON ELECTRONIC AND INFORMATION TECHNOLOGY (EIT) SUPPLIES AND SERVICES AND SHOW WHERE FULL**

DETAILS CAN BE FOUND (E.G. CONTRACTOR'S WEBSITE OR OTHER LOCATION.) THE EIT STANDARDS CAN BE FOUND AT: WWW.SECTION508.GOV/.

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 11-850-9939

26. NOTIFICATION REGARDING REGISTRATION IN THE SYSTEM FOR AWARD MANAGEMENT DATABASE:
Contractor maintains an Active Registration in the SAM database.

The Hire One price list for hourly rates and labor category appear on the next page. Job Descriptions appear directly below the pricing and job category information

HireONE Federal Staffing – Pricing & Job Descriptions

***SIN 561320SBSA TEMPORARY STAFFING (SBSA)
ADMINISTRATIVE SUPPORT AND CLERICAL POSITIONS***

ACCOUNTING CLERK I

\$30.59

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.

ACCOUNTING CLERK II

\$33.55

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.

ACCOUNTING CLERK III

\$38.96

MD \$39.51

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.

ADMINISTRATIVE ASSISTANT

\$52.32

MD \$55.58

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.

COURT REPORTER

\$38.29

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.

DATA ENTRY OPERATOR I

\$27.83

MD \$28.51

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

DATA ENTRY OPERATOR II

\$29.80

MD \$30.53

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.

DISPATCHER, MOTOR VEHICLE (Motor Vehicle Utilization Assistant)

\$33.27

MD \$34.72

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.

DOCUMENT PREPARATION CLERK (Document Preparer)

\$27.82

MD \$29.18

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.

DUPLICATING MACHINE OPERATOR (Photocopy Machine Operator; Reproduction Worker)

\$27.82

MD \$29.18

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.

GENERAL CLERK I

\$28.08

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.

GENERAL CLERK II

\$30.08

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

GENERAL CLERK III

\$33.74

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.

HOUSING REFERRAL ASSISTANT

\$43.35

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.

Job tasks include: providing information regarding community services, searches files, makes telephone calls and referrals, providing information regarding locations, owners, agents, price ranges, loans and other related information. The Housing Referral Assistant

maintains daily records of office activities (including number of applicants, number of applicants placed, and agents solicited or listed), schedules appointments for housing inspectors, prepares reports as required, and replies to complaints, investigations and letters of inquiry.

MEDICAL RECORD CLERK

\$33.83
MD \$34.36

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.

MEDICAL RECORD TECHNICIAN (Medical Record Administrator)

\$37.11
MD \$37.72

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.

MEDICAL TRANSCRIPTIONIST

\$35.77
MD \$35.59

The Medical Transcriptionist transcribes medical dictation by physicians and other medical practitioners pertaining to patients' assessments, diagnostics, therapy and other medical reports. This position usually requires a high school diploma or equivalent and coursework in medical terminology and two years of related work experience. Prospects must be familiar with standard concepts, practices and procedures within a medical field, be able to perform a variety of tasks and utilize limited experience and independent judgment to accomplish goals.

MESSENGER COURIER

\$28.23

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.

ORDER CLERK I

\$28.43

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.

ORDER CLERK II

\$30.46

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.

PERSONNEL ASSISTANT I

\$32.88

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.

PERSONNEL ASSISTANT II

\$36.06

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.

PERSONNEL ASSISTANT III

\$39.48

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.

PRODUCTION CONTROL CLERK

\$41.79

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.

RECEPTIONIST

\$27.42

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.

RENTAL CLERK

\$30.53

This position performs clerical duties concerned with rental and management of public housing projects answers telephone and responds to requests for maintenance, complaints, and 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.

SCHEDULER (Drug and Alcohol Testing)

\$41.31

Drug and Alcohol Testing Schedulers are responsible for a variety of functions related to the planning, scheduling, and modification of plans and schedules for workplace alcohol or drug testing as well as reporting of alcohol or drug tests. These functions are carried out as a centralized operation coordinating the client's request for a certain number and type of test to be accomplished at specific dates, times and places on a national scale. These tests could be accomplished anywhere in the USA, Puerto Rico, and American Trust Territories, for any of the type of alcohol or drug tests required, i.e., random, pre-employment, post-accident, reasonable suspicion, return-to-duty, or follow-up.

Requests for testing will occur well in advance for random and follow-up testing and will typically involve a large volume of tests. The Scheduler must determine the appropriate offices, Breath Alcohol Technician (BAT), and/or subcontractor performing the tests according to location or other factors. The request must be communicated to the responsible offices with the dates/times, etc. confirmed with the client. Any subsequent changes must be coordinated with all parties. If travel costs involving air travel, hotel, rental car, or mileage over 100 miles, this must be pre-approved by the client. The Scheduler is expected to choose the most cost-effective approach to completing the test requirements.

SCHEDULER, MAINTENANCE

\$32.76

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.

SECRETARY I

\$32.76

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.

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

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

SECRETARY II

\$35.85

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.

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.

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
- b. Information concerning office procedures; determine which requests should be handled by the supervisor, appropriate
- c. Staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name
- d. 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
- e. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed
- f. 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
- g. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing

SECRETARY III

\$43.35

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.

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.

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.

SERVICE ORDER DISPATCHER

\$31.16
MD \$31.72

This position receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company, records information, such as name, address, article to be repaired, or service to be rendered, prepares work order and distributes to service crew, schedules service calls and dispatches service crew. The Service Order Dispatcher calls or writes the customer to 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.

SURVEY WORKER (Interviewer)

\$35.63

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.

TEST PROCTOR

\$35.85

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.

TRAVEL CLERK I

\$26.00

MD \$26.51

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.

TRAVEL CLERK II

\$27.47

MD \$28.21

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 commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

TRAVEL CLERK III

\$29.04

MD \$29.90

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

\$29.18

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.

WORD PROCESSOR II

\$32.17

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.

WORD PROCESSOR III

\$35.52

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.

***SIN 561320SBSA TEMPORARY STAFFING (SBSA)
AUTOMATIC DATA PROCESSING OCCUPATIONS***

COMPUTER OPERATOR I

\$34.01

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.

COMPUTER OPERATOR II

\$37.32

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.

COMPUTER OPERATOR III

\$40.87

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

\$44.71

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.

COMPUTER OPERATOR V

\$48.86

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.

COMPUTER PROGRAMMER I

\$44.92

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 a supervisor must authorize any deviation. Work is closely monitored in progress and reviewed in detail upon completion.

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.

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, 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.

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 all work, confers with other EDP personnel to secure information, investigate and resolve problems, and coordinates work efforts.

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.

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 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.

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.

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.

PERIPHERAL EQUIPMENT OPERATOR

\$34.01

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

PERSONAL COMPUTER SUPPORT TECHNICIAN

\$44.71

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

***SIN 561320SBSA TEMPORARY STAFFING (SBSA)
GENERAL SERVICE AND SUPPORT OCCUPATIONS***

JANITOR

\$24.20

MD \$23.67

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.

LABORER, GROUNDS MAINTENANCE

\$25.43

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.

WAREHOUSE SPECIALIST

\$32.69

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).

LABORER

\$ 28.23

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.

***SIN 561320SBSA INFORMATION AND ARTS OCCUPATIONS, INCLUDING MISC.
OCCUPATIONS***

LIBRARIAN

\$59.18

MD \$60.91

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

LIBRARY AIDE/CLERK

\$28.05

MD \$27.10

The Library Aide/Clerk works under the supervision of Librarian and Library Technician at the main circulation desk following simple repetitive tasks including; issuing library cards, explaining library rules and borrowing procedures, recording information such as reports of lost or damaged items, requests for materials, and overdue materials and refers this information to Library Technician or Librarian. This Worker contacts borrowers by telephoning or issuing overdue notices, shelves books, magazines, and other materials under supervision of Library Technician or Librarian, accesses and enters limited routine information in a few screens of automated

database, performs routine clerical duties such as referring callers or visitors to appropriate staff, and assists Library Technician with processing duties such as labeling and stamping and preparing materials such as posters or book lists for events.

LIBRARY INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

\$54.04
MD \$55.59

The Library Information Technology Systems Administrator administers and supports daily operational requirements of library and information computer network systems including workstation, file servers, and web servers. Duties typically involve the installation of hardware, software, systems upgrades, network accounts, network security, and web page design, interface and updates, planning and implementing long-range automation plan, period reports, and local system design documentation. This Administrator trains staff on software applicable to their position, assists patrons with information technology, and provides instruction on computers and applications.

LIBRARY TECHNICIAN

\$35.72
MD \$38.35

The Library Technician provides information service such as answering questions regarding card catalogs and assists in the use of bibliographic tools, such as Library of Congress catalog. The incumbent performs routine cataloging of library materials; files cards in catalog drawers according to system used, answers routine inquiries, and refer persons requiring professional assistance to Librarian. This Technician verifies bibliographic information on order requests works or directs workers in maintenance of stacks or in section of department or division with tasks such as ordering or receiving section of acquisitions department, card preparation activities in catalog department, or limited loan or reserve desk operation of circulation department.

MEDIA SPECIALIST (Occupational Base)

The Media Specialist maintains functionality (expiration dates, incorrect labeling, etc.) for a variety of media sources, e.g., tapes, cassettes, microfiche, film, and compact disks/DVDs, in addition to introduction of new media technology. Troubleshoots and

resolves media errors and data processing problems; lower level media specialists focus on preplanned procedures when troubleshooting, while higher level media specialist may deviate from standard operating procedures.

MEDIA SPECIALIST I

\$36.47

The Media Specialist I maintains library of media (tapes, cassettes and microfiche), which presents few difficult data processing problems (e.g. damaged media or misplaced media). In response to data processing problems, this person applies data processing or corrective procedures, refers problems, which do not have preplanned procedures, and works under general supervision of the higher-level Media Specialists.

MEDIA SPECIALIST II

\$40.06

This Specialist maintains a range of media (tapes, cassettes and microfiche). In addition to maintaining the media library and resolving common data processing problems, the incumbent diagnoses and acts on media errors not fully covered by existing procedures and guidelines (e.g., tape, disposition or making mechanical adjustments to maintain or restore media equipment). In response to media error reports, this Worker may deviate from standard procedures if standard procedures do not provide a solution and refers still-unresolved problems to Media Specialist III.

MEDIA SPECIALIST III

\$43.95

The Media Specialist III adapts to a variety of nonstandard problems that require extensive specialist assistance (e.g., expiration date on media, media internally labeled incorrectly or frequent introduction of new media technology). In response to media error conditions, this Worker chooses or devises a course of action from among processing tanks and dryer, around polished drum, and onto take-up reel. The specialist turns valves to fill tanks with premixed solutions such as developer, dyes, stop-baths, fixers, bleaches, and washes, moves thermostatic control to keep steam-heated drum at specified temperature, and splices sensitized paper to leaders using tape. The specialist then starts machine and throws switches to synchronize drive speeds of processing and drying units, compares processed prints with color standard, reports variations to control department, adds specified amount of chemicals to renew solutions, and maintains production records.

VIDEO TELECONFERENCE TECHNICIAN

\$37.42

MD \$36.16

The Video Teleconference Technician operates video teleconferencing equipment including powering up teleconferencing equipment, checking equipment for proper operation, setting audio levels, positioning camera functions, performing secure or non-secure setup; operate or assist in operating session control panel, studio control unit, and high-resolution graphics. Job tasks require this technician to provide assistance to users in conducting video teleconference sessions, which may include conference preparation, and monitor VTC equipment and system performance, reporting equipment and network problems to appropriate parties for maintenance or repair. The Video Teleconference Technician's responsibilities may include operation of briefing computers, projectors or other audiovisual equipment in conjunction with video teleconferencing services; may include scheduling video teleconferencing sessions, training personnel in operation of video teleconferencing equipment, and other audiovisual equipment associated with video teleconferencing services.

EDUCATIONAL TECHNOLOGIST

\$58.04

The Educational Technologist will provide expertise in instructional methodology, tests and measurement, and curriculum development, develop courseware format guidelines, review and maintain task lists and objective hierarchies, and write courseware materials in designated format (student study guide, workbooks, etc.). This technologist will work with Instructional Developers and Instructor/Subject Matter Experts to ensure accurate content and format. This person plans graphics integrates completed graphics into curriculum. Responsibilities require the Technologist to track individual lesson status, review lesson materials before submission ensure revisions do not impact instructional flow, and monitor lecture presentations to evaluate and assist with lesson organization and content.

DESK CLERK

\$23.98

MD \$24.06

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

SALES CLERK

\$23.99

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.

SIN 561320SBSA TEMPORARY STAFFING (SBSA)

TECHNICAL AND PROFESSIONAL OCCUPATIONS (Based on 5th Edition of the SCA Directory of Occupations)

GRAPHIC ARTIST

\$49.49

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.

PARALEGAL/LEGAL ASSISTANT I

\$37.58

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

PARALEGAL/LEGAL ASSISTANT II

\$45.08

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

PARALEGAL/LEGAL ASSISTANT III

\$53.71

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

PARALEGAL/LEGAL ASSISTANT IV

\$63.69

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. 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.
 - a. 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.

TECHNICAL WRITER I

\$41.63

The Technical Writer 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.

TECHNICAL WRITER II

\$49.55

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 relation's releases, or specialize in writing material regarding work methods and procedures.

TECHNICAL WRITER III

\$58.64

The Technical Writer III develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment, receives assignment from supervisor, observes production, developmental, and experimental activities to determine operating procedure and detail. This writer interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods, and reviews manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment.

The Technical Writer III studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail, organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology; and reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding.

This worker may perform the following tasks: maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material; assist in laying out material for publication, arrange for typing, duplication and distribution of material, write speeches, articles, and public or employee relations releases, edit, standardize, or make changes to material prepared by other writers or plant personnel. This incumbent may specialize in writing material regarding work methods and procedures.

HireONE Federal Staffing – Professional Job Descriptions

ASSISTANT BOOKKEEPERS

\$22.61

Assists in the maintenance of records and business transactions. May work independently but usually is under the supervision of accounting personnel. May require a minimum of six months experience in the field. Assists and may perform the entry of accounting transactions into the accounting system.

AUDIT CLERK-JR.

\$20.64

Works under direct supervision examines documents for completeness, accuracy and compliance. Work is performed in accordance with statutory rules, regulations, policies, and procedures. Performs related work as required. Performs audits not involving complex issues requiring as high of a degree of theoretical or as in-depth tax or accounting knowledge.

AUDIT CLERK-SR.

\$22.61

May act as lead worker and train new employees. Employee at this level performs full-performance audits, which may require a working knowledge filing requirements, deadlines and billing procedures. Performs audits that may involve complex issues requiring as high of a degree of theoretical knowledge. Examines documents for completeness, accuracy and compliance with laws.

BUDGET ANALYST

\$51.10

Core responsibility of a budget analyst is to work in the areas of budget development, analysis and execution, there are many other allied duties of a budget analyst. Some of them are given below.

Receiving the budget estimates from all the departments of the organization and critically examine them for correctness, accuracy and completeness.

Studying the previous budget and also taking into consideration the benefits and losses occurred during the previous financial years, due to budget planning.

Suggesting suitable amendments in the budget to the higher authorities and managerial staff of the concerned department.

Consolidating the data for budget presentation and also providing an overview of the financial status of all the operations.

Rendering financial advice to the management officials of different operations, to undertake proper [financial planning](#) and decision making.

Submitting budget reports to the higher management of the organization for further scrutiny and approval.

Monitoring the budget throughout the year.

Preparing detailed reports pertaining to discrepancies and amendments that occurred in the budget, during the entire financial year also forms an important part of budget analyst job description. This is however done in coordination with the concerned managers of the department or the company.

Budget analysts also help in projecting future financial needs, taking into considerations the various projects undertaken by the organizations and also help the higher officials in management of financial resources.

As an additional part of their job description, budget analysts sometimes are also responsible for cost benefit analysis, studying financial requests and also researching on alternative and reasonable funding methods for the organization.

CODERS/INDEXERS

\$16.69

Duties include indexing, thesaurus maintenance, fact checking, and other projects as assigned. Duties may include coding and the

appropriate documentation requirements as required on a project-to-project basis.

CONTRACT SPECIALIST

\$49.35

- Government contractor specialist duties may include negotiating and closing deals, contract amendments and adjustments and evaluating a contractor's performance. The individual may renegotiate contracts and extend contracts. The contract specialist works closely with the contract administrator for guidance on contracts that involve several or more contractors for services or products. The contract specialist also conducts research on past government contracts for a point of reference on contractual obligations and standards. A government contract specialist's job also includes interpreting the terms of a contract and conducting negotiations.

Job Features and Functions

- A government contract specialist reads a contract line by line to ensure that there are no mistakes on the originating document. If items in the contract are not understood, the individual can seek to clarify the language of the contract through legal means. When the contract is clarified, the government contract specialist can begin negotiating terms and conditions of the contract. A government contract specialist also creates emergency contract amendments for certain job orders for a client from a vendor.
- A government contract specialist works inside a government office or complex. The contract specialist works 40 hours a week. The work environment can be fast and dynamic; the government contract specialist may have fellow contractors executing contracts in the same office.

Required Skills

- A government contract specialist must always promote teamwork and accountability when formulating government contracts. Oral and written skills are mandatory for this occupation. A government contract specialist must be able to conduct meetings with personnel, managers and vendors. A familiarity with knowledge of accounting and bookkeeping is valuable when the government contract specialist includes line-item language into contracts for certain specialized services.

Education and Salary

- A bachelor's degree in the field of contract management or contract law is normally required for this position

DESKTOP PUBLISHER - JR.

\$32.48

Assists in the design layouts for new and revised forms, brochures, and visual aides, working from rough copy and preparing materials for reproduction through the use of desktop publishing systems. Assist and perform general functions related to design, copy fitting, and layout, paste-up, and color separation of all types of printed material.

DESKTOP PUBLISHER – SR.

\$36.43

Responsible for the design and layout for new and revised forms, brochures, and visual aides, working from rough copy and preparing materials for reproduction through the use of desktop publishing systems. Uses multiple desktop publishing programs to design forms, newsletters, brochures, charts, reports and books. Answers technical desktop publishing questions

ENTRY LEVEL ACCOUNTANT

\$24.59

Assists with a variety of accounting duties. This is an entry-level position and is usual performed under direct supervision. May perform a number of entry-level duties related to reconciliation of ledgers, review of account records, preparation of reports.

FULL CHARGE BOOKKEEPERS

\$27.05

Maintains and records business transactions. Balances ledgers and prepares reports. May require 1-4 years experience in the field or related area. Relies on limited experience and judgment to plan and accomplish a variety of tasks. Work under general supervision. A certain degree of creativity and latitude is required.

GRAPHIC DESIGNER – JR.

\$36.43

Assists in the performance of graphic design and artwork for camera-ready printed material. Assists and performs general duties related to graphic design and multimedia projects including design concepts. Has knowledge of graphic design techniques, desktop publishing software, and graphic art offset printing typography. Printing and/or bindery processes.

GRAPHIC DESIGNER – SR.

\$42.36

Performs graphic design, including computer design and performs production and editing of text and graphics for offset reproduction printing and electronic media. Can perform supervisory functions. Can conceptualize ideas and translate into camera-ready copy via computer and traditional methods.

HELP DESK TECHNICIAN

\$26.56

Demonstrate significant proficiency in utilizing computer hardware and software applications, including installation, configuration and maintenance of systems. Ability to assist less knowledgeable users. Excellent customer and communication skills.

HUMAN RESOURCES GENERALIST

\$73.00

Works with multiple program functional areas, with primary focus on Human Resource administration exclusively for Federal Government. Provides analysis and makes recommendations for compliance with government legislation and management's directives in the area of human resources, including EEO program management and reporting.

Serves as task lead for day to day HR operations, propose, develop, revise and monitor implementation of human resources policies, practices, procedures and processes to ensure FAR and DFAR compliance with current laws.

Plan and conduct scheduled and random audits of HR-related administrative policies and practices to ensure and support ongoing compliance. Assess risk, recommend corrective actions, and monitor improvements.

- 2-3 years in Federal Human Resources, Additional civilian personnel experience in other federal agencies is a plus.
- Extensive federal HR experience in diverse, fast-paced office operations requiring strong problem solving skills.
- Proven ability in working with Federal HR practices including non-competitive appointments.
- Strong knowledge of applicable personnel and employment laws.

HUMAN RESOURCES SPECIALIST

\$87.60

Human Resources Specialists performs a wide variety of specialties in Federal Human Resources Management, including management advisory functions, personnel and payroll systems processing and support; pay and compensation services; position classification and wage administration; recruitment and placement; and organizational design. Human Resource Specialists provide managers and employees with information on, and interpretations of, Federal and Agency classification, compensation, recruitment, and position management procedures, policies, and guidelines. Specialists may conduct job analyses, prepare vacancy announcements, determine qualifications, make employment offers, set pay, and process personnel actions. Human Resources Specialists may also perform policy development, workforce analyses, and management advisory services, and use their skills to develop, evaluate, or improve approaches, strategies, or systems necessary to implement new Human Resources programs. These positions require knowledge of Human Resources Management principles, concepts, and practices, including knowledge of Federal government Human Resources policies, regulations, and procedures. Positions also require verbal skills to conduct interviews and written communications skills to prepare reports, correspondence, and personnel documents. • 2-3 years in Federal Human Resources, Additional civilian personnel experience in other federal agencies is a plus.

- Extensive federal HR experience in diverse, fast-paced office operations requiring strong problem solving skills.
- Proven ability in working with Federal HR practices including non-competitive appointments.
- Strong knowledge of applicable personnel and employment laws.

JUNIOR ACCOUNTANT

\$29.52

Under general supervision, performs a variety of general accounting duties. Maintains accounting systems, reviews accounting records for accuracy, assists in the preparation of financial statements and special financial analysis. Not expected to function at the same level of a Sr. Accountant and usually exercises less independent discretion and judgment in matters related to work procedures and methods. Duties may include: Reconciliation of ledgers, reports and account records. Examination of accounting transactions, preparation of journal vouchers and correcting errors in accounting records.

PAYROLL

\$25.08

Perform clerical payroll duties involved in the preparation and processing of payroll. Answer inquiries concerning payroll data, resolve general problems of payroll processing. Establish and maintain payroll files as required. Process time records to ensure

proper completion and authorization. Prepare control sheets for verification of completed payroll.

PROCUREMENT ASSISTANT

\$29.36

SUMMARY

This is clerical and technical work involved in the volume purchasing of equipment, materials, and supplies. Work involves initiating purchase requests and keeping track of the stages through which each order is routed until receipt and payment. Work also involves shipping and receiving responsibilities for materials purchased including filing damage claims and shipping out materials being returned for various reasons. Work is usually performed under general supervision and requires the use of independent judgment and initiative while continuing to work within defined procurement policies and procedures.

DUTIES AND RESPONSIBILITIES

Receives purchases and check requests, checks for accuracy, and forwards to procurement office. Maintains contact with vendors regarding orders and merchandise, new products, market conditions, and trends; coordinates purchasing from vendors not associated with procurement operations. Receives, inspects, and distributes merchandise to appropriate individuals; files damage claims with freight companies or vendors. Identifies minority firms as possible suppliers. Prepares periodic reports related to purchasing, inventory control, and shipping and receiving within the local operation. Conducts annual on-site inventory, prepares inventory listings to include the location and status of all equipment. Evaluates the quality and appropriateness of supplies and equipment; conducts cost/quality comparisons prior to submitting requests to procurement office. Confers with officials from all facility units to determine purchasing needs and specifications. Obtains and updates information on open market and contract purchase prices. Coordinates expenditure records with accounts payable in order to assure prompt and accurate payment to vendors. Performs related work as required.

EDUCATION AND EXPERIENCE

Graduation from a standard high school (GED).

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of purchasing methods and procedures as designated by procurement office.
Knowledge of record keeping methods and procedures applicable to purchasing, as well as some knowledge of the application of

bookkeeping principles and methods to the keeping of procurement records.
Knowledge of supplies and materials utilized in office, technical, or maintenance operations.
Some knowledge of purchasing laws of Federal agencies purchasing rules and regulations.
Ability to establish and maintain effective working relationships with institutional officials and vendors.

PROGRAM ANALYST

\$43.80

Serving as a consultant to upper-level management, a program analyst plans, coordinates, and develops comprehensive reports to improve the overall development and execution of organizational programs. This includes quantitative or qualitative analysis and evaluation of programs, and providing management with information about improving initiatives and strategic plans. After developing strategic plans, this professional implements new policies, allocates needed resources and oversees the development of facilities, systems and financial budgets for the program. A program analyst is also referred to as an operations research analyst, is a professional who analyzes corporate programs to assist in the development of more efficient systems, reducing costs, improving programs or implementing new programs. The programs or services can be internal, or external for customers of the organization.

Program Analysts are responsible for planning, analyzing and evaluating the effectiveness of the operating programs. These positions utilize a high degree of qualitative and quantitative analytical skills in analyzing, evaluating, and improving the effectiveness of the operations. The major duties of this position include employing advanced qualitative and quantitative techniques to analyze and measure the effectiveness, efficiency, and productivity of organizational programs, establishing study methods and techniques and analyzing and evaluating the effectiveness of complex program operations.

This occupation requires strong analytical, problem-solving and computer skills, as well as attention to detail. Using computer software and databases to develop complicated statistical and research reports is also required.

PROGRAM MANAGER

\$68.62

- Drafts and assists in the implementation of EM-wide policies, standards and procedures relating to space management.
- Serves as liaison with the program Integration and Logistics Management Office within the Office of Management Analysis for all space design, planning, procurement and support issues.

- Serves as advisor to the Director, Office of Human Capital and Corporate Services regarding space management. Advises EM management on sensitive budget, strategy, personnel and labor relations matters that require confidentiality.
 - Serve as an advisor to the management team when EM management is conducting Union negotiations related to space and facility management.
- Establishes budgetary requirements to include five-year management plans. Tracks systems and metrics to monitor program performance, progress, costs and strategy.
- Analyzes complex technical, financial and administrative operational situations involving assigned functional areas and initiates actions to resolve issues in a timely and equitable manner. Performs analysis for expenditures and contract awards of building alteration projects using automated computer programs.
 - Plans, implements and monitors procurement strategies, space acquisition, and alterations. Reviews and advises regarding project concepts, acquisition vehicles and cost estimates. Manages and oversees technical work products developed by contractor personnel.
 - Performs contract administration and serves as EM Technical Monitor or Contract Officer Representative
- Responsibilities relating to improvements and alterations of the facilities and facility support contractors.
- Serves as EM contact with GSA through the Office of Management Analysis regarding space policy matters, procedures and processes; from development of the project concept through to execution of agreements governing location, design, financing, construction, operations and rent.
- -Conducts site visits and client meetings to discuss the efficiency of space management policies and the effectiveness of specific projects/initiatives.
 - Ensures that the acquisition of supplies and/or services are procured utilizing authorized procurement methods such as the Purchase Card, Blanket Purchase Agreements, Purchase Requests and other acceptable vehicles.
 - Researches problems, issues and program requirements relative to space.
- Provides analysis and advice to EM offices on space design and construction so as to utilize space efficiently and To eliminate unnecessary expenditures. Performs project officer and/or program management responsibilities covering the assembly of data, establishing technical requirements and coordinating disciplines to define the necessary scope of work projects associated with the needs and operating requirements for equipment, facilities, and buildings occupied by EM.
- Manages the preparation of Purchase Requests associated with EM requests for alteration, lease management and building services. Uses automated computer software to view and update floor plans.

- Provides advice and oversight to the EM facility staff so as to ensure project execution is consistent with policy, technical and financial plans.
- Use knowledge of strategic planning, performance management, organizational assessments, and program evaluations to develop polices and recommendations.
- Analyze organizational data and provides analysis and interpretation of such data.
- Develops, analyzes, evaluates, advises on, or improves the effectiveness of organizational methods and procedures.
- Analyze and evaluate new or modified program/management policies, goals, or objectives.
- Develop project plans with expected milestones.
- Prepare reports and analyses of the processes and products, and recommends improvements.
- Write reports and other documents with analysis and recommendations for management programs, policies and activities.
- Utilize software such as Microsoft Word, Excel, Power Point, and Outlook.
- Ability to perform duties of a high level of professionalism with the ability to plan and execute actions with minimum supervision and possess knowledge and experience as described:
- Detailed knowledge of strategic planning, including performance management, organizational assessments, and program evaluations.
- Detailed knowledge on systems to improve the effectiveness of organizational methods and procedures.
- Experience analyzing and evaluating agency programs and management policies, goals, or objectives, and give recommendations for improvements.
- Experience developing project plans with expected milestones.
- Experience preparing reports and analyses of processes planning products and recommend improvements.
- Proficient with the Microsoft Office Suite, specifically, Word, Excel, Power Point, and Outlook.
- Strong written and verbal communication skills.

PROJECT MANAGER

\$61.32

The role of the Project Manager is to plan, execute, and finalize projects according to strict deadlines and within budget. This includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to pi an. The Project Manager will also define the project's objectives and oversee quality control throughout its life cycle.

Responsibilities:

- Direct and manage project development from beginning to end.
- Define project scope, goals and deliverables that support business goal in collaboration with senior management and stakeholders.
- Develop full-scale project plans and associated communications documents.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Liaise with project stakeholders on an ongoing basis.
- Estimate the resources and participants needed to achieve project goals.
- Draft and submit budget proposals, and recommend subsequent budget changes where necessary .
- Where required, negotiate with other department managers for the acquisition of required personnel from within the company.
- Determine and assess need for additional staff and/or consultants and make the appropriate recruitments if necessary during project cycle.
- Set and continually manage project expectations with team members and other stakeholders.
- Delegate tasks and responsibilities to appropriate personnel.
- Identify and resolve issues and conflicts within the project team.
- Identify and manage project dependencies and critical path.
- Plan and schedule project timelines and milestones using appropriate tools.
- Track project milestones and deliverables.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas.
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Define project success criteria and disseminate them to involved parties throughout project life cycle.

- Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work.
- Build, develop, and grow any business relationships vital to the success of the project.

SR. HUMAN RESOURCES SPECIALIST

\$70.50

Human Resources Specialists performs a wide variety of specialties in Federal Human Resources Management, including management advisory functions, personnel and payroll systems processing and support; pay and compensation services; position classification and wage administration; recruitment and placement; and organizational design. Human Resource Specialists provide managers and employees with information on, and interpretations of, Federal and Agency classification, compensation, recruitment, and position management procedures, policies, and guidelines. Specialists may conduct job analyses, prepare vacancy announcements, determine qualifications, make employment offers, set pay, and process personnel actions. Human Resources Specialists may also perform policy development, workforce analyses, and management advisory services, and use their skills to develop, evaluate, or improve approaches, strategies, or systems necessary to implement new Human Resources programs. These positions require knowledge of Human Resources Management principles, concepts, and practices, including knowledge of Federal government Human Resources policies, regulations, and procedures. Positions also require verbal skills to conduct interviews and written communications skills to prepare reports, correspondence, and personnel documents. • 2-3 years in Federal Human Resources, Additional civilian personnel experience in other federal agencies is a plus.

- Extensive federal HR experience in diverse, fast-paced office operations requiring strong problem solving skills.
- Proven ability in working with Federal HR practices including non-competitive appointments.
- Strong knowledge of applicable personnel and employment laws.

SENIOR ACCOUNTANT

\$36.04

Under general supervision, performs a variety of general accounting duties. Maintains accounting systems, reviews accounting records for accuracy, assists in the preparation of financial statements and special financial analysis. Not expected to function at the same level of a Sr. Accountant and usually exercises less independent discretion and judgment in matters related to work procedures and methods. Duties may include: Reconciliation of ledgers, reports and account records. Examination of accounting transactions,

preparation of journal vouchers and correcting errors in accounting records.

WEB SUPPORT TECHNICIAN

\$42.36

Train and assist staff that need web design and presentation methods. Work with others or alone in determining information requirements for web pages. Assist in designing, updating, and maintaining web pages. Create needed forms, and integrate with database. Scan, create, edit, crop, resize, etc. images and pictures.

SERVICE CONTRACT LABOR STANDARDS:

The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The matrix and narrative below are incorporated into the contract and must be included in the contractor's price catalog on GSA Advantage.

SCLS Matrix		
SCLS Eligible Contract Labor Category	SCLS Equivalent	WD Number
Accounting Clerk I	01011 Accounting Clerk I	2015-4281
Accounting Clerk II	01012 Accounting Clerk II	2015-4281
Accounting Clerk III	01013 Accounting Clerk III	2015-4281
Administrative Assistant	01020 Administrative Assistant	2015-4281
Court Reporter	01035 Court Reporter	2015-4281
Data Entry Operator I	01051 Data Entry Operator I	2015-4281
Data Entry Operator II	01052 Data Entry Operator II	2015-4281
Dispatcher, Motor Vehicle	01060 Dispatcher, Motor Vehicle	2015-4281
Document Preparation Clerk	01070 Document Preparation Clerk	2015-4281

Duplicating Machine Operator	01090 Duplicating Machine Operator	2015-4281
General Clerk I	01111 General Clerk I	2015-4281
General Clerk II	01112 General Clerk II	2015-4281
General Clerk III	01113 General Clerk III	2015-4281
Housing Referral Assistant	01120 Housing Referral Assistant	2015-4281
Medical Record Clerk	12160 Medical Record Clerk	2015-4281
Medical Record Technician	12190 Medical Record Technician	2015-4281
Medical Transcriptionist	12195 Medical Transcriptionist	2015-4281
Messenger Courier	01141 Messenger Courier	2015-4281
Order Clerk I	01191 Order Clerk I	2015-4281
Order Clerk II	01192 Order Clerk II	2015-4281
Personnel Assistant I	01261 Personnel Assistant I	2015-4281

Personnel Assistant II	01262 Personnel Assistant II	2015-4281
Personnel Assistant III	01263 Personnel Assistant III	2015-4281
Production Control Clerk	01270 Production Control Clerk	2015-4281
Receptionist/Switchboard	01460 Receptionist/Switchboard	2015-4281
Rental Clerk	01290 Rental Clerk	2015-4281
Scheduler (Drug & Alcohol Testing)	12317 Scheduler (Drug & Alcohol Testing)	2015-4281
Scheduler, Maintenance	01300 Scheduler, Maintenance	2015-4281
Secretary I	01311 Secretary I	2015-4281
Secretary II	01312 Secretary II	2015-4281
Secretary III	01313 Secretary III	2015-4281
Service Order Dispatcher	01320 Service Order Dispatcher	2015-4281
Survey Worker	01420 Survey Worker	2015-4281

Test Proctor	15110 Test Proctor	2015-4281
Travel Clerk I	01531 Travel Clerk I	2015-4281
Travel Clerk II	01532 Travel Clerk II	2015-4281
Travel Clerk III	01533 Travel Clerk III	2015-4281
Word Processor I	01611 Word Processor I	2015-4281
Word Processor II	01612 Word Processor II	2015-4281
Word Processor III	01613 Word Processor III	2015-4281
Computer Operator I	14041 Computer Operator I	2015-4281
Computer Operator II	14042 Computer Operator II	2015-4281
Computer Operator III	14043 Computer Operator III	2015-4281
Computer Operator IV	14044 Computer Operator IV	2015-4281
Computer Operator V	14045 Computer Operator V	2015-4281

Computer Programmer I	14071 Computer Programmer I	2015-4269
Computer Programmer II	14072 Computer Programmer II	2015-4269
Computer Programmer III	14073 Computer Programmer III	2015-4269
Computer Programmer IV	14074 Computer Programmer IV	2015-4269
Computer Systems Analyst I	14101 Computer Systems Analyst I	2015-4269
Computer Systems Analyst II	14102 Computer Systems Analyst II	2015-4269
Computer Systems Analyst III	14103 Computer Systems Analyst III	2015-4269
Peripheral Equipment Operator	14150 Peripheral Equipment Operator	2015-4269
Personal Computer Support Technician	14160 Personal Computer Support Technician	2015-4269
Janitor	11150 Janitor	2015-4269
Laborer, Grounds Maintenance	11210 Laborer, Grounds Maintenance	2015-4269
Warehouse Specialist	21410 Warehouse Specialist	2015-4269

Laborer	23470 Laborer	2015-4269
Librarian	13047 Librarian	2015-4269
Library Aide/Clerk	13050 Library Aide/Clerk	2015-4269
Library Info Tech Systems Admin	13054 Library Info Tech Systems Admin	2015-4269
Library Technician	13058 Library Technician	2015-4269
Media Specialist I	13061 Media Specialist I	2015-4269
Media Specialist II	13062 Media Specialist II	2015-4269
Media Specialist III	13063 Media Specialist III	2015-4269
Video Teleconference Technician	13110 Video Teleconference Technician	2015-4269
Educational Technologist	15060 Educational Technologist	2015-4269
Desk Clerk	99050 Desk Clerk	2015-4269
Sales Clerk	99810 Sales Clerk	2015-4269

Graphic Artist	15080 Graphic Artist	2015-4269
Paralegal/Legal Assistant I	30361 Paralegal/Legal Assistant I	2015-4269
Paralegal/Legal Assistant II	30362 Paralegal/Legal Assistant II	2015-4269
Paralegal/Legal Assistant III	30363 Paralegal/Legal Assistant III	2015-4269
Paralegal/Legal Assistant IV	30364 Paralegal/Legal Assistant IV	2015-4269
Technical Writer I	30461 Technical Writer I	2015-4269
Technical Writer II	30462 Technical Writer II	2015-4269
Technical Writer III	30463 Technical Writer III	2015-4269

The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated (**)
SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices awarded are in
line with the geographic scope of the contract (i.e. nationwide).

