SERVICE SPECIALISTS, LTD.

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

SCHEDULE TITLE: 561320SBSA – Temporary Staffing
FSC GROUP: 561320SBSA

CONTRACT NUMBER:

CONTRACT PERIOD:

BUSINESS SIZE: Small Disadvantaged Woman-Owned Hubzone Business

CONTRACTOR:
Service Specialists (The Martin Group, LLC dba Service Specialists)
157 N. Union Street
Canton, MS 39046
Phone: (601) 407.6161
Fax: (601) 898-9087
Web Site: www.service specialist ltd.com

CONTRACTOR'S ADMINISTRATION SOURCE:
Deborah Martin, President
E-mail: dmartin@service specialist ltd.com
Phone: (601) 407.6161

CUSTOMER INFORMATION:
Since 1967, Service Specialists has been providing qualified personnel to both private industry and government agencies located throughout the United States. We are an 8(a) Graduate, SDB, Woman-owned Small HubZone Business. For over forty years we have been teaming with federal and state clients to meet their staffing needs. We offer a quick response with competitive pricing and unbelievable service.

INQUIRIES:
To inquire about our government services, please contact us at (601) 898-1085 or email us at dmartin@servicespecialistltd.com.

1a. **TABLE OF APPLIED FOR SPECIAL ITEM NUMBERS (SINS)**

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>56132098SA</td>
<td>Administrative Support and Clerical Occupations</td>
</tr>
<tr>
<td></td>
<td>Automatic Data Processing Occupations</td>
</tr>
<tr>
<td></td>
<td>General Services and Support Occupations</td>
</tr>
<tr>
<td></td>
<td>Information &amp; Arts Occupations</td>
</tr>
<tr>
<td></td>
<td>Technical and Professional Occupations</td>
</tr>
</tbody>
</table>

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** Not Applicable

1c. **HOURLY RATES AND DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION:** All hourly rates shown are firm fixed price. See the following list for hourly rates by location and labor category. See the Job Descriptions provided after the pricing information.

2. **MAXIMUM ORDER**: $250,000 per SIN

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

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

4. **GEOGRAPHIC COVERAGE**:
   - Washington, DC, Wage Determination No. 2015-4281, Rev 13 dated 06/15/2021
   - Jackson, MS
   - Atlanta, GA

5. **POINTS OF PRODUCTION**: N/A

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

7. **QUANTITY DISCOUNT(S)**: NONE.

9a. Government Purchase Cards are accepted at or below the micro-purchase threshold.

9b. Government Purchase Cards are accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: N/A

11b. EXPEDITED DELIVERY: N/A

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

11d. URGENT REQUIREMENTS: Agencies are encouraged to contact the Contractor’s representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting an accelerated delivery.

12. FOB POINT: N/A

13a. ORDERING ADDRESS:
Service Specialists (The Martin Group, LLC dba Service Specialists)
157 North Union St., Canton, MS 39046
E-mail: dmartin@servicespecialistlttd.com

ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on

13b. Blanket Purchase Agreements (BPA’s) are found in FAR 8.405-3.

14. PAYMENT ADDRESS:
Service Specialists (The Martin Group, LLC dba Service Specialists)
ACCOUNTS RECEIVABLE
157 N. Union Street, Canton, MS 39046

15. WARRANTY PROVISION: Standard Commercial Warranty. Contact Contractor for a copy of warranty.

16. EXPORT PACKING CHARGES: N/A
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: N/A
18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: N/A
19. TERMS AND CONDITIONS OF INSTALLATION: N/A
20. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: 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: N/A
24b. Section 508 Compliance for EIT: N/A
25. DUNS NUMBER: 007370062
26. REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE: Contractor has an Active Registration in the CCR database.

The price list for hourly rates by location and labor category appear on the next page. See the Job Descriptions provided after the pricing information.
<table>
<thead>
<tr>
<th>SIN Proposed</th>
<th>WD Number</th>
<th>Price Offered to GSA (Including IFF)</th>
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<tbody>
<tr>
<td>561320SBSA</td>
<td>01000</td>
<td><strong>Administrative Support And Clerical</strong></td>
</tr>
<tr>
<td>01011</td>
<td>Accounting Clerk I</td>
<td>$ 28.70</td>
</tr>
<tr>
<td>01012</td>
<td>Accounting Clerk II</td>
<td>$ 31.64</td>
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<tr>
<td>01013</td>
<td>Accounting Clerk III</td>
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<td>Admin Asst</td>
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<tr>
<td>01151</td>
<td>Data Entry Op I</td>
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<td>Document Prep Clerk</td>
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<td>Gen Clerk III</td>
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<td>01141</td>
<td>Messenger Courier</td>
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<td>01191</td>
<td>Order Clerk I</td>
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<td>01460</td>
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<td>01300</td>
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<td>01312</td>
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<td>01531</td>
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<td><strong>12000 Health Occupations</strong></td>
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<td>12160</td>
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<td>21130</td>
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<td>23000</td>
<td><strong>Mechanics and Maintenance and Repair Occupations</strong></td>
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<tr>
<td>31000</td>
<td><strong>Transportation / Mobile Equipment Operation Occupations</strong></td>
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<td>13000</td>
<td><strong>Information and Arts Occupations</strong></td>
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</table>
GSA Schedule 5613205BSA

01000 ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

This category includes occupations concerned with preparing, transcribing, transferring, and saving both written and digital communications and records; as well as the gathering and distribution of information. The duties in this category also include: operating specialized office equipment, storing and accounting for the storage of materials; and basic administrative and clerical support duties.

01011 ACCOUNTING CLERK I
This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures.

01012 ACCOUNTING CLERK II
This position uses knowledge of double entry bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts against manually maintained journals, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy.

01013 ACCOUNTING CLERK III
The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: 1.) reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit, determining accounts involved. The review will include coding transactions, and processing material through data processing for application in the accounting system: 2.) analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes.
01020 ADMINISTRATIVE ASSISTANT
In addition to secretarial duties (filing, taking 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 Admin Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

01151 DATA ENTRY OPERATOR I
This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive.

01152 DATA ENTRY OPERATOR II
This position requires the application of experience and judgment in selecting procedures to be followed, and searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data Entry Operator II may occasionally perform routine work as described for Data Entry Operator I.

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

01070 DOCUMENT PREPARATION CLERK
This position prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying, photographic, and other reproducing office machine. Position cuts documents into individual pages of standard size and format when allowed by margin space, using paper cutter or razor knife. Pages are reproduced as necessary to improve clarity or to reduce one or more pages into single page of standard size for copying machine being used, using photocopying machine. Clerk stamps standard symbols on pages or inserts instruction cards between pages of material to notify Duplicating Machine Operator of special handling, such as manual repositioning during copying procedure. Clerk prepares cover sheet and document folder for material, and index card for organizations' files indicating information, such as organization's name and address, subject or product category, and index code to identify material. Clerk inserts material to be copied in document folder, and files folder for processing according to index code and copying priority schedule.

01111 GENERAL CLERK I
This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier,
facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.

01112 GENERAL CLERK II
This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

01113 GENERAL CLERK III
This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints.

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

01120 HOUSING REFERRAL ASSISTANT
This position provides housing information to an organization's employees moving to a new location. The Housing Referral Assistant will contact individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers, and Chambers of Commerce by phone. The Assistant 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 Assistant communicates with contacts to update listings, ensures that property owners comply with the nondiscrimination policy, and counsels applicants with regard to special circumstances, medical or financial hardships, and availability of housing.

Job tasks include: providing information regarding community services, searches files, makes telephone calls and referrals, providing info regarding locations, owners, agents, price ranges, loans and other info. The Assistant maintains daily records of office activities including number of applicants, number of placements and agents solicited or listed. Assistant schedules appointments for housing inspectors, prepares reports as required, and replies to complaints, investigations and letters of inquiry.

01141 MESSENGER COURIER
The Messenger Courier delivers messages, documents, packages and mail to various businesses or government 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. Bicycle, golf cart or motorcycle may be used to perform these duties.

01191 ORDER CLERK I
This position handles orders involving items that have readily identified uses and applications. The Order Clerk I may refer to a catalog, manufacturer's manual or similar document to insure that the proper item is supplied or to verify the price of order.

01192 ORDER CLERK II
This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.

01261 PERSONNEL ASSISTANT I
This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy admin. Discretion should be used at all times, limited judgment may be necessary at times. General office equipment may also be required such as: typewriter, personal computer, copier, adding machine and fax.

01262 PERSONNEL ASSISTANT (EMPLOYMENT) II
This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. This assistant may be asked to evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on company employment statistics (retention, equal opportunity reporting, etc). The Personnel Assistant II may provide guidance to lower level Personnel Assistants. This level requires extensive knowledge of various office software packages. Guidance is provided as needed. Completed written work receives close technical review from higher-level personnel office employees. Work may be checked occasionally.

01263 PERSONNEL ASSISTANT (EMPLOYMENT) III
This position performs work in support of human resource professionals that requires a good working knowledge of personnel procedures, guides, and precedents. Job tasks may include interviewing applicants, obtaining references, and recommending placement in a well-defined occupation. At this level, assistants typically have a range of personal contacts within and outside the organization, in
addition to handling employee-sensitive material. Therefore, the Assistant must be tactful, discrete, and articulate. This Assistant may be involved in identifying potential issues and grievance procedures, in addition to documenting necessary information to avoid company threat. The Personnel Assistant III may make recommendations to human resource professionals on job classification, wage rates, and employee salaries. The use of computers may be relied on heavily for organizational and reporting purposes. Advanced experience with office software packages may be needed. This Assistant may perform some clerical work in addition to the above duties. Supervisor will review completed work against stated objectives.

01270 PRODUCTION CONTROL CLERK
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, performing any combination of the following duties: Compiles and records production data from such documents as customer orders, work tickets, product specifications, and individual worker production sheets, following prescribed recording procedures and using typewriter and other devices. 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 adding machine or calculator. Writes production reports based on data compiled, tabulated and computed, following prescribed formats. Maintains files of documents used and prepared. Compiles from customer orders and other specifications detailed production sheets or work tickets for use by production workers as guides in assembly or manufacture of products. 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. Sorts and distributes work tickets or material to workers. May compute wages from employee time cards and post wage data on records used for preparation of payroll.

01280 RECEPTIONIST
This position greets visitors, determining nature of visits and directing visitors to appropriate persons. The Receptionist may also have other duties such as recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; making appointments; keeping a log of visitors; and issuing visitor passes. In this position, one may also work on a computer and perform other routine clerical work that may occupy the major portion of the worker's time.

01310 SCHEDULER, MAINTENANCE
Schedules repairs and lubrication of motor vehicles for vehicle-maintenance concern or company automotive-service shop. Schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. Contacts garage to verify availability of facilities. Notifies parking garage workers to deliver specified vehicles. Maintains file of requests for services.

01311 – 01313 SECRETARY I thru III (Occupational Base)
This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and
procedures related to the work of the office. Computers may exist in the environment, requiring working knowledge of certain office software programs.

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

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

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

LS-2 Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc. Supervisor usually directs staff through intermediate supervisors. Internal procedures and administrative controls are formal. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups that meet the LS-2 definition. Therefore, it is not unusual for one LS-2 supervisor to report to another LS-2 supervisor.

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

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

LS-3 Organizational structure is divided into two or more subordinate supervisory levels (of which at least one is a managerial level) with several subdivisions at each level. Executive’s program(s) are usually interlocked on a direct and continuing basis with other major organizational segments, requiring constant attention to extensive formal coordination, clearances, and procedural controls. Executive typically has: financial decision-making authority for assigned program(s); considerable impact on the entire organization’s financial position or image; and responsibility for, or has staff specialists in such areas as, personnel and administration for assigned organization. Executive plays an important role in determining the policies and major programs of the entire organization, and spends considerable time dealing with outside parties actively interested in assigned program(s) and current or controversial issues.

Level of Secretary’s Responsibility (LR):

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

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

a. Respond to routine telephone requests that have standard
answers; refer calls and visitors to appropriate staff.
Control mail and assure timely staff response, and send
form letters;

b. As instructed, maintain supervisor's calendar, make
appointments, and arrange for meeting rooms:

c. Review materials prepared for supervisor's approval for
typographical accuracy and proper format;

d. Maintain recurring internal reports, such as time and
leave records, office equipment listings, correspondence
controls, and training plans;

e. Requisition supplies, printing, maintenance or other
services, type, take and transcribe dictation, create and
maintain office files.

LR-2 handles differing situations, problems, and deviations in the work of the office according to the
supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may
assist secretary with special assignments. Duties include or are comparable to the following:

a. Screen telephone calls, visitors, and incoming
 correspondence; personally respond to requests for
 information concerning office procedures; determine which
 requests should be handled by the supervisor, appropriate
 staff member or other offices, prepare and sign
 routine non-technical correspondence in own or
 supervisor's name;

b. Schedule tentative appointments without prior clearance.
Make arrangements for conferences and meetings and
assemble established background materials as directed.
May attend meetings and record and report on the
proceedings;
c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed;
d. Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff;
e. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

LR-3 uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:

a. Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval;
b. Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered;
c. Read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff;
d. Prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions;
e. Advise secretaries in subordinate offices on new procedures; request information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.

*Excludes secretaries performing any of the following duties:*

Acting as office manager for the executive's organization, e.g., determines when new procedures are needed for changing situations and devises and implements alternatives; revising or clarifying
procedures to eliminate conflict or duplication; identifying and resolving various problems that affect the orderly flow of work in transactions with parties outside the organization.

Preparing agenda for conferences; explain discussion topics to participants; drafts introductions and develops background information and prepares outlines for executive or staff member(s) to use in writing speeches.

The LR-3 advises individuals outside the organization on the executive’s views on major policies or current issues facing the organization; contacts or responds to contact from high-ranking outside officials (e.g., city or state officials, members of congress, presidents of national unions or large national or international firms, etc.) in unique situations. These officials may be relatively inaccessible, and each contact typically must be handled differently, using judgment and discretion.

CRITERIA FOR MATCHING SECRETARIES BY LEVEL:

Secretary I (01311), Secretary II (01312), Secretary III (01313),

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01410 SUPPLY TECHNICIAN
This position performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management operations; or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. This work may require consideration of program requirements together with specific variations in or from standardized guidelines. Assignments require:
(a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines; (b) an understanding of the needs of the organization serviced; and (c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data to establish the facts, and take or recommend action based upon application or interpretation of established guidelines.

01420 SURVEY WORKER (Interviewer)
Interviews people to obtain information on topics such as public issues or consumer buying habits. Contacts people at home or place of business or by telephone following specified sampling procedures, or approaches them at random on street. Asks questions relative to items on form or questionnaire, records answers, and assists persons in filling out forms. May review, sort, classify and file forms according to specified procedures and criteria. May participate in Federal, state or local census surveys.
01531 TRAVEL CLERK I
Under close supervision or following specific procedures and detailed instructions arranges travel on
one and sometimes two modes of transportation. Travel is almost always 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.

01532 TRAVEL CLERK II
Travel usually involves the use of two or more modes of transportation. Information on carriers, modes
and facilities is readily available since most carriers servicing the area maintain local facilities or publish
information regularly. Single carriers or connecting carriers have schedules that are easily coordinated
through the use of readily obtainable timetables or guides.

Travel is frequently recurrent. A substantial number of problems arise as a result of rerouting, and there
are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line
or established connecting points and normal modes of transportation. Travel is not always planned well
in advance, so there may be major problems of scheduling or accommodations.
Travel involves special transportation privileges or special allowances and requires authorization or
planning for supplemental or special transportation facilities, and when such services are required, they
usually do not occur in such variety or with such frequency as to create major problems of timing or
coordination.

Within general guidelines, employees select and apply appropriate travel guides, methods, techniques
and work sequences to effectively accomplish the work. The majority of assignments are performed
without technical assistance, but unusually difficult travel situations or problem cases encountered
during the course of the work are referred to the supervisor before decision or commitment. Review of
work is for compliance with regulatory guides and program policies and for soundness of decisions and
conclusions.

01533 TRAVEL CLERK III
At this level, all major modes of transportation are used, and 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, replanning, 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 responsible as the principal point
of liaison with other elements and with carriers and other facilities.

01611 WORD PROCESSOR I
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. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures.

01612 WORD PROCESSOR II
Uses a knowledge of varied and advanced functions of one software type, a knowledge of varied functions of different types of software, or a knowledge of specialized or technical terminology to perform such typical duties as:
   Editing and reformatting written or electronic drafts.
   Examples include: Correcting function codes; adjusting spacing and formatting; and standardizing headings, margins, and indentations.
   Transcribing scientific reports, lab analyses, legal proceedings, or similar material from voice tapes or handwritten drafts.

Work requires knowledge of specialized, technical, or scientific terminology. Work requires familiarity with office terminology and practices; incumbent corrects copy and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work, and provides specific instructions for new or unique projects. May lead lower level word processors.

01613 WORD PROCESSOR III
Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions. Independently completes assignments and resolves problems.

14041 COMPUTER OPERATOR I
Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, resolves common operating problems. May serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

14042 COMPUTER OPERATOR II
Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. May serve as an assistant operator, working under general supervision.

14043 COMPUTER OPERATOR III
Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, 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, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures.
14044 COMPUTER OPERATOR IV
Adapts to a variety of nonstandard problems which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, 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. Typically, completed work is submitted to users without supervisory review.

14045 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. 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 in resolving problems.

14071 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. May perform routine programming assignments (as described in Level II) under close supervision.

In addition, to assist higher level staff, 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.); reports findings to higher level staff.

May receive training in elementary fact-finding. Detailed, step-by-step instructions are given for each task and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion.

14150 PERSONAL COMPUTER SUPPORT TECHNICIAN
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.

21130 SHIPPING/RECEIVING CLERK
Performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing daily, routine tasks, this worker follows established guidelines. In handling unusual non-routine problems, this worker receives specific guidance from supervisor or other officials. This incumbent may direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. Shipping duties typically involve the following: verifying that orders are accurately filled by comparing items and quantities of good gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information and loaded into transporting vehicles, and preparing and keeping records of goods shipped, manifests and bills of lading. Receiving duties typically involve the following: verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts or other records, checking for damaged goods, insuring that goods are appropriately identified for routing to departments within the establishment, and prep and keeping records of good received.

21150 Stock Clerk
Receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoice. Examines stock to verify conformance to specifications. Stores articles in bins, on floor or on shelves, according to identifying information, such as style, size or type of material. Fills orders or issues supplies from stock. Prepares periodic, special or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. May mark identifying codes, figures, or letters on articles. May distribute stock among production workers, keeping records of material issued. May make adjustments or repairs to articles carried in stock. May cut stock to site to fill order.

31043 DRIVER/COURIER
The Driver/Courier drives auto or light truck to deliver messages, documents, packages and mail to various business concerns or government agencies, may occasionally transport office personnel and visitors, perform miscellaneous errands, such as carrying mail to and from post office and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep log of items received and delivered, and deliver items to offices and departments within establishment.

23380 GROUND SUPPORT EQUIPMENT MECHANIC
Diagnoses malfunctions and repairs, advises and trains lower grade workers on diagnosis and repair of less complex repair/maintenance problems. Maintains external fuel and grounding systems, performs scheduled and unscheduled maintenance on GSE. Inspects, tests, and operates GSE to determine equipment serviceability and proper operation. Services equipment with fuel, oil, water, coolant, hydraulic fluid, refrigerant, and compressed air, diagnoses mechanical and electric circuitry malfunctions.
using visual and auditory senses, test equipment, and technical publications. This work also does the following: disassembles and repairs, cleans, treats for corrosion, assembles and reinstalls GSE components and accessories, stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous material and waste in accordance with all state, local and federal environmental standards and regulations. This mechanic prepares GSE for storage and mobility deployment. Operates, cleans, inspects, and services GSE towing vehicles. Maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment records.

13011 EXHIBITS SPECIALIST I
At this level Exhibits Specialists bring to the job manual dexterity, mechanical skill, and/or artistic skill, plus aptitude for learning exhibits techniques. Performs duties related to the fabrication, finishing and repair of exhibits, while acquiring training in museum or exhibits techniques.

13012 EXHIBITS SPECIALIST II
At this level Exhibits Specialists perform independently the phases of work in which they are proficient, and receive training in the more complex processes. Duties relate to the fabrication, finishing and maintenance of exhibits which require a high degree of manual dexterity and moderate but varied artistic skills. Generally they work from accurate scale drawings, blueprints or sketches with instructions as to the materials to be used and the colors to be matched. On the phases of the work with which they are thoroughly familiar, and within the framework of accepted and proven methods and techniques, there is considerable latitude of choice in execution. On work which involves several processes or stages of development, the supervisor checks their work at the completion of each phase.

13013 EXHIBITS SPECIALIST III
At this level Exhibits Specialists are responsible for the construction of portions of more complex exhibits, such as models, three dimensional training aids, or complex exhibit cases and other exhibit furniture. Complexity of work may be indicated by: (a) subject matter which requires extensive study and search of the literature; (b) the need to demonstrate the significance of an event or development; (c) the need to present the development or evaluation of an event; and (d) subject matter involving several disciplines. Another area of work at this level includes the planning of detailed work processes and actual restoration work on historic structures or valuable items, or the construction of replicas or models requiring greater skill than is required for the work at the Exhibits Specialist II level. At level III, Exhibits Specialists are comparatively free to use judgment in selecting work methods and materials, and developing techniques and color schemes.

13071 PHOTOGRAPHER I
The Photographer I takes routine pictures in situations where several shots can be taken. This Photographer uses standard still cameras for pictures lacking complications, such as speed, motion, color contrast, or lighting. Photographs are taken for identification, employee publications, information, or publicity purposes. Workers must be able to focus, center, and provide simple flash-type lighting for an uncomplicated photograph. Typical subjects are employees who are photographed for identification,
award ceremonies, interviews, banquets or meetings; or external views of machinery, supplies, equipment, building, damaged shipments, or other subjects photographed to record conditions. Assignments usually are performed without direct guidance due to the clear and simple nature of the desired photograph.

13072 PHOTOGRAPHER II
This Photographer uses standard still cameras, commonly available lighting equipment and related techniques to take photographs, which involve limited problems of speed, motion, color contrast, or lighting. Typically, the subjects photographed are similar to those at Level I, but the technical aspects require more skill. Based on clear-cut objectives, this Worker determines shutter speeds, lens settings and filters, camera angles, exposure times, and type of film. This position requires familiarity with the situation gained from similar past experience to arrange for specific emphasis, balanced lighting, and correction for distortion, etc., as needed. The Photographer II may use 16mm or 35mm motion picture cameras for simple shots such as moving equipment or individuals at work or meetings, where available or simple artificial lighting is used. Ordinarily, there is opportunity for repeated shots or for retakes if the original exposure is unsatisfactory. This Photographer consults with supervisor or photographers that are more experienced when problems are anticipated.

13110 VIDEO TELECONFERENCE TECHNICIAN
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.

30030 CARTOGRAPHIC TECHNICIAN
This incumbent provides technical assistance to professional Cartographers in connection with the construction or revision of maps and charts. Work involves the solution of technical problems that require primarily the application of a practical knowledge of the methods and techniques by which maps and charts are constructed. The Cartographic Technician performs any, or a combination of duties such as: collecting, evaluating and selecting source materials, compiling information from source materials and developing a plan for using the information in accordance with product specifications. Duties could involve obtaining reliable measurements of earth's surface features such as elevations and distances from photographs by using photogrammetric techniques and equipment, using drafting tools and automated equipment to make maps and charts, assembling aerial photographs into mosaics, and reviewing and editing map and chart manuscripts.

30040 CIVIL ENGINEERING TECHNICIAN
This technician assists the Civil Engineer in application of principles, methods, and techniques of civil engineering technology, reviews project specifications and confers with the Civil Engineer concerning assistance required, such as plan preparation, acceptance testing, and evaluation of field conditions,
design changes, and reports. This worker conducts materials testing and analysis, using tools and equipment and applying engineering knowledge necessary to conduct tests, prepares reports detailing tests conducted and their results. The Civil Engineering Technician surveys project sites to obtain and analyze topographical details of sites, using maps and surveying equipment, drafts detailed dimensional drawings such as those needed for highway plans, structural steel fabrication, and water control projects. This work involves performing duties as described under Drafter, and calculating dimensions, profile specifications, and quantities of materials such as steel, concrete, and asphalt, using calculator.

15050 COMPUTER BASED TRAINING SPECIALIST
The Computer Based Training Specialist works with courseware production team to design, develop, revise and validate interactive computer based courseware. This specialist uses specialized computer software and/or hardware to develop, integrate and edit instructional text, audio, graphics, animation and video for interactive presentations. This person also uses appropriate programming/branching logic and screen layout and remediation/feedback techniques. The Worker also implements quality control and review and revision procedures throughout the courseware development process.

30060 DRAFTER/CAD OPERATOR (Occupational Base)
The Draft/CAD Operator performs drafting work manually or using a computer, requiring knowledge and skill in drafting methods, procedures, and techniques, prepares drawings of structures, facilities, land profiles, water systems, mechanical and electrical equipment, pipelines, duck systems, and similar equipment, systems, and assemblies. Drawings are used to communicate engineering ideas, design, and information. This operator uses recognized systems of symbols, legends, shadings, and lines having specific meanings in drawings. Excluded are:
   a. Designers using technical knowledge and judgment to conceive, plan, or modify designs;
   b. Illustrators or graphic artists using artistic ability to prepare illustrations;
   c. Office drafters preparing charts, diagrams, and room arrangements to depict statistical and administrative data;
   d. Cartographers preparing maps and charts primarily using a technical knowledge of cartography;
   e. Positions below level I; workers in these trainee positions either trace or copy finished drawings under close supervision or, receive instruction in the elementary methods and techniques of drafting; and
   110 f. Supervisors.

Positions are classified into levels based on the following definitions.

30061 DRAFTER/CAD OPERATOR I
This operator prepares drawings or computer models of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints, selects appropriate templates/computer programs or uses a compass and other equipment needed to complete assignments. Drawings and models fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy. Typical assignments include:
   a. Revisions to the original drawings of a plumbing system by increasing pipe diameters.
b. Drawing from sketches, the building floor plans, determining size, spacing and arrangement of freehand lettering according to scale.
c. Drawing simple land profiles from predetermined structural dimensions and reduced survey notes.
d. Tracing river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies.
e. Preparing a computer model of a room, building, structure from data, prints, photos.

30062 DRAFTER/CAD OPERATOR II
This operator prepares various drawings computer models of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting and CAD techniques and a working knowledge of the terms and procedures of the occupation. The Draft/CAD Operator II makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings or computer models may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches, computer models or specifications that clearly depict the desired product.
Typical assignments include:
a. Preparing several views of a simple gear system from a layout and manual references and obtaining dimensions and tolerances from manuals and by measuring the layout.
b. Preparing and revising detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings.

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

30063 DRAFTER/CAD OPERATOR III
This operator prepares complete sets of complex drawings or computer models that include multiple views, detail drawings, and assembly drawings. Drawings or models include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. The Draft/CAD Operator works from sketches, computer models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. This operator selects required information from computer programs, and internet sites, precedents, manufacturers' catalogs, and technical guides. This operator independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems. Typical assignments include:

a. Prepares complete sets of drawings of test equipment to be manufactured from layouts, models, or sketches. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, this operator describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment.

b. From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards.

c. From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and berms, prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required.

d. Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.

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

30064 DRAFTER/CAD OPERATOR IV
This operator works closely with design originators, preparing drawings or computer models of unusual, complex, or original designs that require a high degree of precision, performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. This incumbent assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced, exercises independent judgment in selecting and interpreting data based on
knowledge of the design intent. Although working primarily as a drafter, this worker may occasionally interpret general designs prepared by others to complete minor details, may provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

30081 ENGINEERING TECHNICIAN I
This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. This person performs one or a combination of such typical duties as:
   a. Assembling or installing equipment or parts requiring simple wiring, soldering, or connecting,
   b. Performing simple or routine tasks or tests such as tensile or hardness tests; operating and adjusting simple test equipment; records test data.
   c. Gathering and maintaining specified records of engineering data such as tests, drawings, etc.; performing computations by substituting numbers in specified formulas; plotting data and draws simple curves and graphs.

30082 ENGINEERING TECHNICIAN II
The Engineering Technician II performs standardized or prescribed assignments involving a sequence of related operations, follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments. Technical adequacy of routine work is reviewed on completion; non-routine work may be reviewed in progress. This technician performs at this level, one or a combination of such typical duties as:
   a. Following specific instructions, assembles or constructs simple or standard equipment or parts, servicing or repairing simple instruments or equipment;
   b. Conducting a variety of tests using established methods, preparing test specimens, adjusting and operating equipment, recording test data, and pointing out deviations resulting from equipment malfunction or observational errors;
   c. Extracting engineering data from various prescribed but non-standardized sources, processing the data following well-defined methods including elementary algebra and geometry, and presenting the data in prescribed form.

30083 ENGINEERING TECHNICIAN III
The Engineering Technician III performs assignments that are not completely standardized or prescribed, selects or adapts standard procedures or equipment, using fully applicable precedents, receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed, performs recurring work independently. Work is reviewed for technical adequacy or conformity with instructions. This technician performs at this level one or a combination of such typical duties as:
   a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions;
   b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment.
   c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and records test data;
d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation.

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

30084 ENGINEERING TECHNICIAN IV
The Engineering Technician IV performs non-routine assignments of substantial variety and complexity, using operational precedents that are not fully applicable, such assignments that are typically parts of broader assignments, are screened to eliminate unusual design problems. This incumbent may plan such assignments. This technician receives technical advice from supervisor or engineer. Work is reviewed for technical adequacy (or conformity with instructions). This position may be assisted by lower level technicians and have frequent contact with professionals and others within the establishment, and performs one or a combination of such typical duties as:

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

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

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

30085 ENGINEERING TECHNICIAN V
This technician performs non-routine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project, selects and adapts plans, techniques, designs, or layouts, contacts personnel in related activities to resolve problems and coordinate the work, reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches. Completed work is reviewed for technical adequacy and satisfaction of requirements. This incumbent may train and be assisted by lower level technicians, and performs one or a combination of the following:

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

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

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

30086 ENGINEERING TECHNICIAN VI
This technician independently plans and accomplishes complete projects or studies of broad scope and complexity, or serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters. Completed work is reviewed for compliance with overall project objectives. This worker may supervise or train and be assisted by lower level technicians, and performs, one or a combination of the following:

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

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

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

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

30090 ENVIRONMENTAL TECHNICIAN
The Environmental Technician conducts tests and field investigations to obtain data for use by environmental, engineering and scientific personnel in determining sources and methods of controlling pollutants in air, water, and soil, utilizing knowledge of agriculture, chemistry, meteorology, and engineering principles and applied technologies. This worker conducts chemical and physical laboratory and field tests according to prescribed standards to determine characteristics or composition of solid, liquid, or gaseous materials and substances, using pH meter, chemicals, autoclaves, centrifuge spectrophotometer, microscope, analytical instrumentation, and chemical laboratory equipment. This worker collects samples of gases from smokestacks, and collects other air samples and meteorological data to assist in evaluation of atmospheric pollutants; collects water samples from streams and lakes, or raw, semi-processed or processed water, industrial waste water, or water from other sources to assess pollution problem, and collects soil, silt, or mud to determine chemical
composition and nature of pollutants. This worker prepares sample for testing, records data, and prepares summaries and charts for review, sets monitoring equipment to provide flow of information, installs, operates, and performs routine maintenance on gas and fluid flow systems, chemical reaction systems, mechanical equipment, and other test instrumentation.

This worker may operate fixed or mobile monitoring or data collection station, may conduct bacteriological or other tests related to research in environmental or pollution control activity, may collect and analyze engine exhaust emissions to determine type and amount of pollutants, and may specialize in one phase or type of environmental pollution or protection and be identified according to specialty.

30210 LABORATORY TECHNICIAN (Laboratory Tester)
The Laboratory Technician (Laboratory Tester) performs laboratory tests according to prescribed standards to determine chemical and physical characteristics or composition of solid, liquid, or gaseous materials and substances for purposes such as quality control, process control, product development, or determining conformity to specifications. This incumbent sets up and adjusts laboratory apparatus, and operates grinders, agitators, centrifuges, ovens, condensers, and vibrating screens to prepare material for testing according to established laboratory procedure. This worker performs physical tests on samples of cement or raw materials and controls quality of materials and mix during manufacturing process.

Work involves running tests of the following: raw materials, such as aggregate, limestone, and sand, for such qualities as permeability, load-bearing capacity, or cohesiveness; dry and liquid substances used as ingredients in adhesives, propellants, lubricants, refractories, synthetic rubber, paint, paper, and other compounds for purity, viscosity, density, absorption or burning rate, melting point, or flash point, using viscometer, torsion balance scale, and pH meter; solutions used in processes, such as anodizing, waterproofing, clearing, bleaching, and pickling, for chemical strength, specific gravity, or other specifications; materials for presence and content of elements or substances, such as hydrocarbons, manganese, natural grease or impurities, tungsten, sulfur, cyanide, ash or dust, and samples of manufactured products, such as cellophane or glassware, to verify conformity with heat resistance, tensile strength, conductivity, and other specifications, and examines materials, using microscope.

The Laboratory Technician (Laboratory Tester) records test results on standard forms, writes test reports describing procedures used, and prepares graphs and charts, cleans and sterilizes laboratory apparatus, may prepare chemical solutions according to standard formulae, and may add chemicals or raw materials to process solutions or product batches to correct deviations from specifications.

30360 PARALEGAL/LEGAL ASSISTANT (Occupational Base)
The Paralegal/Legal Assistant performs a variety of legal assistance duties in an office providing legal assistance to attorneys or litigation teams. The Paralegal Assistant analyzes the legal impact of legislative developments and administrative and judicial decisions, opinions, determinations, and rulings, conducts research for the preparation of legal opinions on matters of interest; performs substantive legal analysis of requests for information under the provisions of various acts; or other similar legal support functions which require discretion and independent judgment in the application of specialized knowledge of laws, precedent decisions, regulations, agency policies, and judicial or administrative proceedings. Such knowledge is less than that represented by graduation
from a recognized law school and may have been gained from formalized, professionally instructed agency, educational institution training, or from professionally supervised on-the-job training. While the paramount knowledge requirements of this occupational class are legal, some positions may also require a practical knowledge of subject matter areas related to the agency's substantive programs.

30361 PARALEGAL/LEGAL ASSISTANT I
The Paralegal/Legal Assistant I works under close supervision with required assistance readily available. Persons in this position typically perform the following:

a. Consult prescribed sources of information for facts relating to matters of interest to the program;
b. Review documents to extract selected data and information relating to specific items;
c. Review and summarize information in prescribed format on case precedent and decisions;
d. Search and extract legal references in libraries and computer-data banks;
e. Attend hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assist in the presentation of charts and other visual information.

30362 PARALEGAL/LEGAL ASSISTANT II
At this level, the Paralegal/Legal Assistant II exercises more independent judgment than at the level I position. In this capacity the incumbent:

a. Reviews case materials to become familiar with questions under consideration;
b. Searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents;
c. Prepares digests of selected decisions or opinions which incorporate legal references and analyses of precedents involved in areas of well-defined and settled points of law;
d. Interviews potential witnesses and prepares summary interview reports for the attorney’s review;
e. Participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial stage;
f. Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits;
g. Verifies citations and legal references on prepared legal documents;
h. Prepares summaries of testimony and depositions;
i. Drafts and edits non-legal memoranda, research reports and correspondence relating to cases.

30363 PARALEGAL/LEGAL ASSISTANT III
At this level, the Paralegal/Legal Assistant III participates in the substantive development of cases. In this capacity, the incumbent performs the following:

a. Analyzes and evaluates case files against litigation worthiness standards;
b. Notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney;
c. Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys;
d. Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity;
e. Interviews relevant personnel and potential witnesses to gather information;
f. Reviews and analyzes relevant statistics;
g. Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation;
h. Consults with statistical experts on reliability evaluations;
i. May testify in court concerning relevant data.

30364 PARALEGAL/LEGAL ASSISTANT IV
At this level, the Paralegal/Legal Assistant IV assists in the evaluation, development, and litigation of cases. In this capacity, the incumbent performs the following duties:
a. Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law;
b. Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information;
c. Through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence;
d. Selects, summarizes, and compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns;
e. Reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and potential remedial provisions of ongoing investigations and litigation;
f. Identifies types of record keeping systems and types of records maintained which would be relevant. Gathers, sorts, and interprets data from various record systems including computer information systems;
g. Interviews potential witnesses for information and prepares witnesses for court appearances;
h. Develops statistics and tabulations, such as standard deviations, regression analyses, and weighting, to provide leads and supportive data for case litigation. Prepares charts, graphs, and tables to illustrate results;
i. Analyzes data, develops recommendations and justifications for the attorney(s) who will take the matter to court. Continues to work with the attorney(s) during the progress of the case, obtaining and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files;
j. May appear in court as a witness to testify concerning exhibits prepared supporting plaintiff's case.

15110 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 test prior to testing. Issues all materials required for test administration, positively identifies all test takers, observes examines during the test, conducts a page check of each examination prior to and following administration, may compile student assessment reports, and administer makeup tests in accordance with agency or contractual requirements. Testing materials are controlled items and are handled, stocked, safeguarded, inventories, and administered in strict compliance with applicable regulations.